

## SLA & SCOPE

Sr. No.	Document Reference	Clause in the Document	Clarification sought with Justification	Suggestion	NEEPCO's Comment
1	Tech Spec RFP, Pg. 10	The no. of certified consultants to be 30%.	Bidder to deploy certified Functional/Technical leads during the Implementation Phase however no. of such resources during the Support/Rollout phase maybe revisited and mutually agreed prior to start of Rollout/Support Phase I	Please change the requirement of 30% certified consultant requirement only for implementation period, however programme manager need to be certified through out the project lifecycle.	Bid condition prevails
2	Section 4.5, Page 9	Annual technical Services providing free upgrades, updates patches of the ERP Technical upgrade into the newer version	All the patches , enhancements, notes and upgrades from ERP OEM is anyway available to customer free of cost. The released notes will be updated in consultation with NEEPCO in the support phase which is anyway a part of the support scope. Version Upgrades are themselves a project on their own. Effort would be almost 75-80% of Implementation for every upgrade (Tech and Functional). We would consider at least 1 upgrade with an interval of 1.5 years approx. considering ERP OEM product release strategy. So during life cycle of this project, we end up with high efforts and huge price point. We request NEEPCO to remove version upgrade from the bidder's scope.	Please keep the version upgrade out of the initial scope.	Already Clarified. Please see "Clarification No. 7 to bidder's query", Annexure-I uploaded on 06.05.2015 in NEEPCO website.

*P. Aggarwal*

3	Section 6.1- Annual maintenance support	Resolution Matrix- Resolution SLA High- 90min, Medium- 4hrs and Low- 8 hrs	Request to separate response and resolution SLA. We will respond to the call as per RFP. In case of resolving the call there will be dependency on Different OEMs located in different countries. Hence request to modify and relaxed Resolution SLA to High- 90 mins, Medium - 12 hrs and Low-24 hrs. Further, bidders are expected to derive the SLA baselines whilst rendering 1st year of warranty support period, post which mutually agreed SLA's would be published, adhered & monitored for the remainder of the warranty & AMS Support period. The 99% uptime actually refers to the Hardware, Network and related Software.. The AMS (Application Maintenance Services) will be governed by the response and resolution time as there are occasions where we may have to refer to the product vendor for bugs / incidents which may take time.	Please separate response and resolution SLA. Keeping the response time as per RFP, please give us relaxed resolution time. Which we can meet putting our best of the effort.	Bid condition prevails
---	---	--	--	--	------------------------

## DATA CENTER

Sr.No	Page no. & title no. & name	Document name	Description	Clarification required	NEEPCO's Comment
1	Pg.No. 17 & 3.5.3.11	3.Technical Spec for DC preparation	Air & Gas Purification System (Make: Ecoscrub, BryAir, Purafil) (1 external & 1 internal) - 2 nos.	Whether the air analysis for the data center has been carried out or not ? What is the concentration of gases inside the room and outside ?	Air analysis not carried out. Bidders are requested to visit and check the required parameter.
2	Pg.No. 17 & 3.5.3.11	3.Technical Spec for DC preparation	Air & Gas Purification System (Make: Ecoscrub, BryAir, Purafil) (1 external & 1 internal) - 2 nos.	One unit should be placed outside the data center as per specification point no.2. Whether this unit should be placed in the adjacent closed room next (outside) to the data center or in the open environment ?	To be placed in Open Air.

*Prasanna*



3	Pg.No. 17 & 3.5.3.11	3. Technical Spec for DC preparation	Air & Gas Purification System (Make: Ecoscrub, BryAir, Purafil) (1 external & 1 internal) - 2 nos.	As the environment is dynamic why they have considered only sulphur ? Other corrosive gases like chlorine, ammonia also may present in the atmosphere if there is any water treatment plant, caustic plant, fertilizer plant near by. Why they have not considered other gases like Nox ? Today they may be available but in future they may present. what is the solution for this.	Bid Condition Prevails
4	Pg.No. 17 & 3.5.3.11	3. Technical Spec for DC preparation	Air & Gas Purification System (Make: Ecoscrub, BryAir, Purafil) (1 external & 1 internal) - 2 nos.	what is the external static pressure they need ?	Bidders are requested to visit and check the required parameter.
5	Pg.No. 17 & 3.5.3.11	3. Technical Spec for DC preparation	Air & Gas Purification System (Make: Ecoscrub, BryAir, Purafil) (1 external & 1 internal) - 2 nos.	Why they are asking an outdoor unit ? Is the environment so corrosive ? Is the data center not hermetically air sealed ? If the data center is not hermetically air sealed then the gases from the atmosphere will enter into the data center. If it is hermetically air sealed we can use indoor units only.	Bid Condition Prevails

### NETWORK & SECURITY

Sr. No.	Document Reference	Clause in the Document	Justification	Suggestion	NEEPCO's Comment
1	4. Technical Spec for RFP	Downloadable access control lists for any Layer 3 device, including Routers, Firewalls, and VPNs	DACL concept is primarily used by Cisco and we do not think that even any other firewall or router or VPN vendor has implemented this technology.	Request to remove this clause item from technical requirement.	Bid Condition Prevails

*Prasanna*

2	4. Technical Spec for RFP	Tight coupling with Routers and VPN solutions to provide features such as Multichassis Multilink Point-to-Point Protocol (PPP) and Router/Switch Software command authorization.	Multichassis Multilink Point-to-Point Protocol is for Cisco Systems's access server platforms. And any other vendor supports Standard PPP Authentication.	Request to amend this clause as "Tight coupling with Routers and VPN solutions to provide supports standard based PPP authentication."	Bid Condition Prevails
3	4. Technical Spec for RFP	Support for Wireless Authentication- to support organization who cannot enforce a strong password policy and who wish to deploy an 802.1X EAP type that does not require digital certificates, support a variety of user and password database types, supports password expiration and change, and is flexible, easy to deploy, and easy to manage. For example, organization using Extensible Authentication Protocol who cannot enforce a strong password policy and does not want to use certificates can migrate to EAP-FAST for protection from dictionary attacks. The AAA Server should support for EAP-FAST supplicants available today on client devices and 802.11a/b/g WLAN client adapters	Extensible Authentication Protocol-Flexible Authentication via Secure Tunneling (EAP-FAST) is a publicly accessible IEEE 802.1X EAP type developed by Cisco Systems	Request to please remove this clause so that other vendors can also qualify without deviation.	Bid Condition Prevails
4	4. Technical Spec for RFP	Perform VPN client security posture checks when a VPN connection attempt is received, including enforcing usage of authorized host-based security products	Functionality ask is part of SSL VPN feature and also it's a vendor specific point, other that Cisco this can be achieved in case any client can be implemented on endpoint.	Request you to please relax this point.	Bid Condition Prevails

*P. B. B. B.*



5	4. Technical Spec for RFP	This should enable administrators to configure policies for proposed firewalls and security policies for proposed routers.	Firewall and Router management should always be different as both component plays different roles in network.	Request to please remove the clause as its vendor specific.	Bid Condition Prevails
6	4. Technical Spec for RFP	Scalability can be achieved through powerful policy-based management techniques, which allows defining settings once and then optionally assigning the settings to individual devices, groups of devices, or across the enterprise. The firewall or VPN policies are platform-neutral, and can be applied across different device platforms such as proposed routers, security appliances, or services modules.	This is vendor specific compliance, as part of the requirement technical policy based management should be applied on Firewall appliance. As management of firewall is different and the requirement is for Security Management System. Any other management appliance will be able to manage all the security appliances of its same OEM	Request you to please remove this clause or amend this to "Management should be able to manage all the proposed firewalls from same management.	Bid Condition Prevails
7	4. Technical Spec for RFP	Correlation should be performed both on the agent and on the Management Center console. Agent-based correlation should be supported. The Management Center for HIDS should provide all management functions for all HIDS agents in a centralized manner from the security management software (to be provided).	Requirement is specific to the product Cisco Security Agent, we request you to please relax the clause so that other OEM in the HIDS market can also take part in bidding.	Request you to please remove the clause.	Bid Condition Prevails
8	Support for Flexible Management Solutions	Support for out-of-band management through a dedicated Fast Ethernet 10/100 management interface	Remove the red marked portion & make it 10/100/1000	Now almost all appliances support 10/100/1000. Fast ethernet is obsolete now.	Bid Condition Prevails

*P. S. Srinivas*

# DELIVERY TIMELINE

Sr. No.	Document Reference	Clause in the Document	Justification	Suggestion	NEEPCO's Comment
1	GTC_9.11.3 Time the Essence of contract	The delivery of the items ordered, as specified, should start within four weeks from the date of issue of Letter of Intent and should be completed within 10 (Ten) weeks from the date of issue of Letter of Intent. The Installation and commissioning of the items ordered should be completed within 8 (Eight) weeks from the date of delivery. The Data Centre preparation work shall have to be completed with 10(ten) weeks from the date of Letter of Intent.	Minimum time require to complete the Data Center preparation is 6 - 8 months. All other hardware can be installed in Data Center only after Data Center is ready for use. In this regard we request NEEPCO to amend the delivery timeline as below.  The Data Centre preparation work shall have to be completed within 8 months from the date of Letter of Intent. Delivery & installation of all other hardware need to be completed within 10 months from the date of issue of LOI.	In this condition NEEPCO may ask the bidder to arrange their own hardware for starting the ERP Implementation work till the DC is ready and hardwares are installed. Space and connectivity to be provided by NEEPCO. This is the standard practice.	Bid condition prevails

*P. Srinivas*