

CLARIFICATION TO PROSPECTIVE BIDDER'S QUERIES**ANNEXURE-I**

	Request/ Query of Prospective Bidders.	NEEPCO's Reply/Clarification
1	Bandwidth Scope - It is not clearly mentioned in the RFP, whether Bidder has to provision or supply Bandwidth related to MPLS Links between DC/DR & 13 NEEPCO Locations. Also the requirement of Internet Bandwidth at DC & DR is not mentioned. Please clarify if the mentioned bandwidth is in the scope of Bidder or NEEPCO will directly procure.	Already clarified, at Sl.36, clarification No. 3 dated 27.03.2015. Bandwidth is not under the scope of bidder.
2	Support at 13 Locations – The RFP mentions some 3000 Desktops & 1500 Printers but the scope related to those is not clarified. We assume that Bidder has to provide only ERP related End User support in all these 13 locations. That support can be extended remote or may be on call. Please clarify that apart from mentioned scope, there is no other deliverable at the 13 locations. (Page 95)	Desktop & Printer is not within the scope.
3	Please clarify that supply & support of Desktops & Printers at 13 Locations is not in the scope of Bidder.	Please refer to Sl. No. 2 above.
4	It is mentioned on Page No. 109 of (Technical Spec RFP) that AV for desktops is to be taken as 3000 no whereas our telephonic discussion with NEEPCO clarified that AV for Desktops is not in the scope for Bidder. Kindly confirm.	Antivirus (AV) is not in the scope as Desktop are not within the scope.
5	On Page No. 109 of (Technical Spec RFP), clause 4.5 mentions AV & Mail Messaging Solution whereas the specifications are only related to AV. Please confirm if Email Solution is required for NEEPCO Users or it's only the Anti-Spam Gateway required.	Mail Messaging is required.
6	Please confirm if the DR Solution can be offered on Cloud Platform .	Bid Condition prevails. Cloud Platform is not considered.

7	Please confirm if Remote Monitoring Management of Infrastructure in DC & DR is acceptable. This will be a more efficient solution as compared to keeping onsite resources at DC	Bid Condition prevails For DC and DR onsite monitoring shall be required.
8	Please Refer Page 15 – Availability SLA - It mentions solution (hardware, software & network) availability at NEEPCO locations whereas Bidder's scope is only restricted to DC & DR . The Hardware , software & network at NEEPO locations is out of the scope . NEEPCO is requested to rephrase this appropriately.	<p>Bid condition prevails.</p> <p>Hardware/software will be installed centrally at DC and DR. However, support for ERP Solution shall be required at site as and when required.</p>
9	Penalties related to Availability SLA on Page 15 and the Penalty given on Page 87 are conflicting. Please clarify which one is applicable as they both can't be correlated together. Please also confirm the capping on these penalties.	The Penalties mentioned at Page No. 15 is for ERP Solution, whereas the Severity Levels mentioned at page No. 87 is for DC & DR.
10	Penalty table on Page 87 refers to Clause B-28 & we are unable to find this clause in the RFP. Please clarify.	Please refer Annexure-1 to Corrigendum-2, dated 19.03.2015.
11.	Please refer Page 14 & Page 86 of Main RFP- The Severity levels mentioned are conflicting with each other. NEEPCO has mentioned Severity Levels, their definitions & response/resolution time on Page 14 which are different from the parameters given on Page 86. Please confirm which one will be applicable at the time of contracting.	The Severity Levels mentioned at Page No.14 is for ERP Solution, whereas the Severity Levels mentioned at page No. 86 is for DC & DR.
12	General Clarifications:	In case of technical specifications, normally deviations are not allowed, however any minor deviations proposed by the bidder due to technical reasons shall be discussed and evaluated. However same shall be at the sole discretion of NEEPCO.
13	This is with reference to the attached corrigendum 8 under which you have withdrawn the data sheet 7. In this condition please suggest if we should submit the deviations as per our format or can use the same as and where required.	Refer clarification under Sl.12 above.