

5. No.	Bidding Document Reference(s) (Section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Organization	Response to the query
1.	Page No. 46 Point no. 9.0/ Payment Terms	Expected Bid Finalization will be done in June Month. So only 3 Quarter AMC is Possible. Please clear the AMC Period. All OEM Support will start from 1 April 2020 to 31 March 2021.	AMC period is June 2020 to 31 March 2021. because in case Annual AMC it will close on June 2021 for this one quarter AMC Support will required from OEM which is not Possible	FINESSE Information System Pvt. Ltd.	AMC will be for a period of one year from the date of signing of contract
2.	Page No. 46 Point no. 9.0/ Payment Terms	It is known the selected bidder has to purchase the annual services from all respective OEMs which will start from End support Date which is 31st March 2020.	Please take support from 1st April 2020 to 31st March 2021. Please revise Payment Term as - 100% on submission of renewal paper of respective OEM. If Bidder will receive Only 3 Quarter Payment how Annual Price will accommodate.	FINESSE Information System Pvt. Ltd.	AMC will be for a period of one year from the date of signing of contract
3.	Page No. 55 Table C/ Software Components	Q-Mail is end of Support in this case No OEM Support is available.	Please accept support from Bidder ONLY OEM support not available	FINESSE Information System Pvt. Ltd.	"The bidder must be an OEM / Authorized service provider of principal equipment and software solutions / applications (Except Q-Mail and WhatsUp Gold) for the items mentioned in 'BOQ'. They should have valid MAF, in which it is clearly indicated that Bidder is authorised to provide services for the mentioned equipment."
4.	Page No. 55 Table C/ Software Components	WhatsUp Gold Standard Edition, Version 16.3 is perpetual in nature.	Please accept support from Bidder ONLY OEM support not available	FINESSE Information System Pvt. Ltd.	The clause 4.6.3(3) column 'Eligibility Criteria') should be read as: "The bidder must be an OEM / Authorized

*Refd*

*Heidi*

*W.*

*in*

*2*

S. No.	Bidding Document Reference(s) (Section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Organization	Response to the query
					service provider of principal equipment and software solutions / applications (Except Q-Mail and WhatsApp Gold) for the items mentioned in 'BOQ'. They should have valid MAF, in which it is clearly indicated that Bidder is authorised to provide services for the mentioned equipment."
5.	Page no 14-15 points no 5.0 to 5.4	Selected bidder (Service Provider - SP) will be responsible for providing AMC for the bill of material at the Data Centre and Disaster Recovery Centre under CCTNS Project. Manpower is not in the scope of this project.	Manpower is not in scope so how can we or any other OEM provide O&M support & Other SOW	C IPL	Bidder has to manage the services required under 'Scope of Work' as defined in RFP
6.	Page No.9 Point No. 4.6.2.	The bid should be comprehensive and inclusive for all the services to be provided by the Bidder as per scope of work. The work order would be issued to selected Bidder on the basis of the bid and further negotiations between the department and the Bidder only. No separate payment shall be made for services that are to be delivered by the vendor as part of his scope of work for this project.	Is there any hidden manpower requirement, to be cost to bidder and same will be incorporate	C IPL	Bidder has to manage the services required under 'Scope of Work' as defined in RFP
7.	Page no 10, Point No.4.6.3. Eligibility Criteria	The bidder must be an OEM / Authorized service provider of principal equipment and software solutions / applications for the items mentioned in Scope of work.	We request to change it to "The bidder must be an OEM / Authorized service provider/Authorized Partner of principal equipment and software solutions / applications for the	C IPL	The clause 4.6.3(3) column 'Eligibility Criteria') should be read as: "The bidder must be an OEM / Authorized service provider of principal equipment and software solutions / applications

*Relph*

*Arishu*

*4/1/20*

*h*

S. No.	Bidding Document Reference(s) (Section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Organization	Response to the query
			Items mentioned in Scope of work." Is MAF required for all the OEM or Authorized partner certificate can be submit?		(Except Q-Mail and WhatsUp Gold) for the items mentioned in 'BOQ'. They should have valid MAF, in which it is clearly indicated that Bidder is authorised to provide services for the mentioned equipment."
8.	Page No.14, Point no. 5.2	Planning and support to upgrade existing IT infrastructure, managed by old SP, towards enhancement of DC and DRC. SP shall insure its operations with latest technology available and will be responsible to identify, commission, installation, testing of required equipment(s) to combine in whole solution.	It is FMS scope, should be out of AMC scope. Not possible without onsite manpower	C IPL	Bidder has to manage the services required under 'Scope of Work' as defined in RFP
9.	Page No.14, Point no. 5.2	The SP shall support to ensure proper function in case of shift to new location.	What are the suggested locations, who will bere the transportation cost. OEM also should be aware for this point.	C IPL	In case of shift to new location the bidder is asked to support the same. It is as per RFP.
10.	Page No.14, Point no. 5.2	The scope of the services for overall IT infrastructure including software applications shall include 365x24x7 Maintenance and Management of the infrastructure supplied and Commissioned by the System Integrator for the application at the Data Center and Disaster Recovery Center.	How 365x24x7 support manage without manpower?	C IPL	Bidder has to manage the services required under 'Scope of Work' as defined in RFP
11.	Page no 14-15 points no 5.3 to 5.4	365x24x7 monitoring and management of the servers in the DC and DRC.	It is FMS scope, should be out of AMC scope. Not possible without onsite manpower	C IPL	Bidder has to manage the services required under 'Scope of Work' as defined in RFP

*Reddy*

*Shi*

*devisu*

*44*

*for*

*✓*

S. No.	Bidding Document Reference(s) (Section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Organization	Response to the query
12.	Page no 14-15 points no 5.3 to 5.4.	Installation and Re-installation of the server and other hardware in the event of system crash/failures.	It is FMS scope, should be out of AMC scope. Not possible without onsite manpower	CIPL	Bidder has to manage the services required under 'Scope of Work' as defined in RFP
13.	Page no 14-15 points no 5.3 to 5.4	Provide integration and user support on all supported servers, data storage systems, etc.	It is FMS scope, should be out of AMC scope. Not possible without onsite manpower	CIPL	Bidder has to manage the services required under 'Scope of Work' as defined in RFP
14.	Page no 14-15 points no 5.3 to 5.4	Troubleshoot problems with web services, mail services, applications software, desktop/server relationship issues and overall aspects of a server environment.	It is FMS scope, should be out of AMC scope. Not possible without onsite manpower	CIPL	Bidder has to manage the services required under 'Scope of Work' as defined in RFP
15.	Page no 14-15 points no 5.3 to 5.4	Manage and monitor server configuration, performance and activity of all servers. Performance optimization and reporting - Process and Memory Management, Monitoring CPU performance, Monitoring Memory performance, Monitoring Input/output performance, Monitoring Ethernet Traffic, etc.	It is FMS scope, should be out of AMC scope. Not possible without onsite manpower	CIPL	Bidder has to manage the services required under 'Scope of Work' as defined in RFP
16.	Page no 14-15 points no 5.3 to 5.4	Hardening servers in line with security policies.	It is FMS scope, should be out of AMC scope. Not possible without onsite manpower	CIPL	Bidder has to manage the services required under 'Scope of Work' as defined in RFP
17.	Page no 14-15 points no 5.3 to 5.4	Carry out the DC and DRC failure testing and half yearly BCP real drills.	It is FMS scope, should be out of AMC scope. Not possible without onsite manpower	CIPL	Bidder has to manage the services required under 'Scope of Work' as defined in RFP
18.	Page no 14-15 points no 5.0 to 5.4	SP shall maintain data regarding entitlement for software upgrades, enhancements, refreshes,	It is FMS scope, should be out of AMC scope. Not possible without onsite manpower	CIPL	Bidder has to manage the services required under 'Scope of Work' as defined in RFP

*Ref*

*Ref*

*Ref*

*Ref*

*Ref*

*Ref*

S. No.	Bidding Document Reference(s) (Section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Organization	Response to the query
		replacements and maintenance.			The Clause at 5.4(Point 2) to be read as:
19.	Page no 14-15 points no 5.0 to 5.4	The SP shall be completely responsible for software licenses and infrastructure required to refresh the Solution at the State Data Centre and at the Disaster Recovery Centre (DRC).	Bidder shall only responsible for licenses renewal required in rfp, any additional renewal will be extra cost.	CIPL	"The SP shall be completely responsible for free upgrade provided by OEM for software and hardware license of at the State Data Centre and Disaster Recovery Centre (DRC)."
20.	Page no 14-15 points no 5.0 to 5.4	If the Operating System or additional copies of Operating System are required to be installed / reinstalled / de-installed, the same should be supported and if possible, be carried out as part of ATS.	It is FMS scope, should be out of AMC scope. Not possible without onsite manpower	CIPL	Bidder has to manage the services required under 'Scope of Work' as defined in RFP
21.	Page no 14-15 points no 5.0 to 5.4	SP should carry out any requisite adjustments / changes in the configuration for implementing different versions of Application Software.	It is FMS scope, should be out of AMC scope. Not possible without onsite manpower	CIPL	Bidder has to manage the services required under 'Scope of Work' as defined in RFP
22.	Page no 14-15 points no 5.0 to 5.4	Updates/Upgrades/New releases/New versions. The SP shall provide from time to time the Updates/Upgrades/New releases/New versions of the software and operating systems as required. The SP should provide free upgrades, updates & patches of the software and tools to	It is FMS scope, should be out of AMC scope. Not possible without onsite manpower	CIPL	Bidder has to manage the services required under 'Scope of Work' as defined in RFP

*Refp*

*Adrian*

*2*

S. No.	Bidding Document Reference(s) (Section number/page)	Content of RFP requiring Clarification	Points of clarification Required	Organization	Response to the query
		State as and when released by OEM. The SP will implement from time to time the dates/Upgrades/New releases/New versions of the software and operating systems as required after necessary approvals from State about the same			
23.	Page no 14-15 points no 5.0 to 5.4	SP shall provide and apply regular patches to the licensed software including the software, operating system, databases and other applications.	It is FMS scope, Should be out of AMC scope. Not possible without onsite manpower	CIPL	Bidder has to manage the services required under 'Scope of Work' as defined in RFP
24.	Page no 14-15 points no 5.0 to 5.4	Software License Management. The SP shall provide for software license management and control. SP shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements, and maintenance. SP should perform periodic audits to measure license compliance against the number of valid End User software licenses consistent with the terms and conditions of site license agreements, volume purchase agreements, and other mutually agreed upon licensed software terms and conditions and report to State on any exceptions to SP terms and conditions,	It is FMS scope, Should be out of AMC scope. Not possible without onsite manpower	CIPL	Bidder has to manage the services required under 'Scope of Work' as defined in RFP

*Relph*

*SP*

*Relph*

*SP*

*for*

*SP*

S. No.	Bidding Document Reference(s) (Section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Organization	Response to the query
		to the extent such exceptions are discovered			
25.	Page no 14-15 points no 5.0 to 5.4	SP shall provide complete manufacturer's technical support for all the licensed software problems and/or questions, technical guidance, defect and non-defect related issues. SP shall provide a single-point-of-contact for software support and provide licensed software support including but not limited to problem tracking, problem source identification, problem impact (severity) determination, bypass and recovery support, problem resolution, and management reporting.	It is FMS scope, Should be out of AMC scope. Not possible without onsite manpower	CiPL	Bidder has to manage the services required under 'Scope of Work' as defined in RFP
26.	Page no 14-15 points no 5.0 to 5.4	The manufacturer's technical support shall at a minimum include online technical support and telephone support during the State's business hours (Business hours in State will be from 0830 hours to 2030 hours on all days (Mon-Sun)) with access for State and SP to the manufacturer's technical support staff to provide a maximum of 4 hour response turnaround time.	It is FMS scope, Should be out of AMC scope. Not possible without onsite manpower	CiPL	Bidder has to manage the services required under 'Scope of Work' as defined in RFP

*Ref*

*Ref*

*Ref*

*Ref*

*Ref*

S. No.	Bidding Document Reference(s) (Section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Organization	Response to the query
		There should not be any limits on the number of incidents reported to the manufacturer. State shall have access to the online support and tools provided by the manufacturer. State shall also have 24x7 access to a variety of technical resources including the manufacturer's knowledge base with complete collections of technical articles.			
27.	Page no 14-15 points no 5.0 to 5.4	The ATS Services will cover, all product upgrades, modifications, and enhancements	It is FMS scope, Should be out of AMC scope. Not possible without onsite manpower	CiPL	Bidder has to manage the services required under 'Scope of Work' as defined in RFP
28.	Under 5. Scope of Work 5.1. Scope of Services	Selected bidder (Service Provider - SP) will be responsible for providing AMC for the bill of material at the Data Centre and Disaster Recovery Centre under CCTNS Project. Manpower is not in the scope of this project.	1. Location of DC and DRC not mentioned.	Orbit Technsol India Pvt Ltd	The Clause at 5.1 should be read as: "Selected bidder (Service Provider - SP) will be responsible for providing AMC for the bill of material at the Data Centre at Lucknow and Disaster Recovery Centre at Pune under CCTNS Project. Manpower is not in the scope of this project."
29.	Under 5. Scope of Work 5.1. Scope of Services	Selected bidder (Service Provider - SP) will be responsible for providing AMC for the bill of material at the Data Centre and Disaster Recovery Centre under CCTNS Project. Manpower is not	2. Please let us know the manpower requirement, if any. For 24X7 support manpower required or is it for call logging.	Orbit Technsol India Pvt Ltd	Bidder has to manage the services required under 'Scope of Work' as defined in RFP

*Bob*

*Shi*

*Shri*

*Sh*

*Am*

*Sh*



S. No.	Bidding Document Reference(s) (Section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Organization	Response to the query
		in the scope of this project.			
30.	5.4	5.4. Annual Technical Support (ATS) for all the licensed software	1. Need to Know the status of Software components and HW Components for - End of Support Date as per OEM portal or System Integrator Invoice. If supports is as per OEM portal and supports end before the date mentioned in the RFP then we have to quote RTS as well. Please confirm if RTS will be paid separately or will be part of this RFP.	Orbit Technsol India Pvt Ltd	Serial numbers details of hardware along with model are provided in table 5.5 and 5.6. Nothing will be paid separately.
31.	5.4	5.4. Annual Technical Support (ATS) for all the licensed software	2. Software ATS are costly Please clarify you need of have support on existing software or subscription of the existing software Version.	Orbit Technsol India Pvt Ltd	All our software licences are valid. We are expecting support for the same e.g patch updated, free version upgrades etc.
32.	5.4	5.4. Annual Technical Support (ATS) for all the licensed software	3. Resolution time is Critical to achieve as OEM also do not provide 3-4 Hrs of Resolution. Need this to be changed to 6-8 Working Hrs. at least. For SW it's best effort basis we cant provide SW resolution to SLA.	Orbit Technsol India Pvt Ltd	As per RFP
33.	5.4	5.4. Annual Technical Support (ATS) for all the licensed software	4. Need schematic Diagram to understand DC-Dr replication. Want RTO and RPO.	Orbit Technsol India Pvt Ltd	HLD will be provided. Kindly refer the corrigendum
34.	5.4	5.4. Annual Technical Support (ATS) for all the licensed software	5. Replication SW detail. Mode of replication.	Orbit Technsol India Pvt Ltd	Replication done using MS SQL feature and happens through NKN network

*Bob*

*Bob*


*Delish*


*W*


*W*


*W*


S. No.	Bidding Document Reference(s) (Section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	Organization	Response to the query
35.		SI No - 2 - Data Cartridges - 40 - NTL Make - 800GB Ultrium Tape Cartridges	cartridge are in consumables and OEM doesn't support for AMC of cartridge. Pls suggest.	Orbit Techsol India Pvt Ltd	As per RFP
36.		MAF for Major Components	Please define the category for HW and SW.	Orbit Techsol India Pvt Ltd	The details are provided in BOQ.


  
(Naveen Srivastava)  
SPMU Representative  
Technical Services Headquarter  
Lucknow.

  
(Ramdoot Singh)  
Programmer Grade-2  
U.P. Police Computer Center  
Lucknow

  
(Sangeeta Manish)  
Senior Technical Director,  
NIC Yojna Bhawan  
Lucknow

  
(H.C. Gupta)  
Senior Manager ,Systems  
UPDESCO Lucknow

  
(Shree Prakash Dwivedi)  
Addl. Superintendent of Police  
Technical Services HQ, Lucknow

  
(Shahab Rashid Khan)  
Superintendent of Police/ Additional Director  
U.P. Police Computer Center Lucknow