

Pre-Bid Queries (RFP) and Responses

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|-------|----------|---------------------|----------------|--|---|---|
| 1. | 5 | 1.2 | ITI | | Exact Time of Pre-Bid on 25th Jan. not mentioned. Last date of Issue of Bid is 28th Feb 2011 whereas last date of submission is 14th Feb 2011, Kindly Clarify. | Dates have been revised. Last date of issuance of revised RFP/Corrigendum is 2.02.2011. Last date of Submission of bid responses has been revised to 14.02.2011 |
| 2. | 6 | 2.3.(IV) | ITI | | As mentioned, tenders of only those bidders, who have purchased the documents in their names, will be considered. Is it necessary to physically purchase the Tender from DoRDP Office in Chandigarh; or its cost can be paid separately through Cash/DD/Cheque at the time of Bid Submission? Also, Please Clarify the Cost of the Tender Document and Last Date for purchase? (Refer Pt. 1.2 on Pg.6, where last date of Issue of Bid is 28th Feb whereas last date of submission is 14th Feb 2011.) | Cost of Tender is Rs. 5000 as mentioned in the Notice Inviting Tender (NIT). The bidders have to deposit this amount before the final submission of responses. RFP may be downloaded from the Website or hardcopy of RFP can be purchased from Department. For revised dates, please refer to serial no. 1. |
| 3. | 10 | 2.2e | HCL Infosystem | HSP would check electrical points and earthing etc. before supply of the equipment | Request you to kindly confirm the HSP scope is only limited to the checking of electrical & earthing, rest is taken care by department. | HSP scope is limited to checking the electrical & earthing and report to department for corrective measures |
| 4. | 10 | 2.2.1(d) & 5.1.1(d) | ITI | | As per the Scope of work, HSP would appoint its D.E.O's for 3 years, whereas the System Maintenance is required for 5 years. The equipment is bound to suffer wear-tear and technological obsolescence in 3 years, and after its charge is handed over to RDP functionaries for last 2 years, its handling and safety at the time of project completion not be imputed upon HSP. Either the D.E.O. Appointment be allowed for 5 years or Maintenance period be fixed at 3 years only, with Handover effected immediately after. Kindly Guide. | Please refer to RFP. The term of DEOs has been reduced to 2 years instead of three years |

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| 5. | 10 & 32 | 2.2.1(f) & 5.1.1(g) | ITI | | Whether the Appointment, Amount-Fixation & Payment of Salary of 367 D.E.O.s would be Directly, Discretionarily and Solely done by HSP for 3 years? Kindly Clarify. Also, Point no. 5.1.1(f) is missing. | Salary and all statutory allowances of DEOs would be the responsibility of HSP. HSP has to comply with various labour laws such as Provident fund, ESI, Minimum wages Act, 1948(applicable in Punjab) as applicable to him. Compliance of such labour law shall form the integral and internal part of this document. The serial number of clause 5.1.1(g) has been revised to 5.1.1(f). |
| 6. | 13 | 3.1.1(VI) | HCL Infosystem | A minimum time of 4 days would be allowed for the submission of the revised Commercial Bids, if so required, based on the fine tuned specification as in Para V or otherwise by only those Bidders who will qualify both the Pre-Qualification Bid and the Technical Bid and would be opened immediately thereafter. | Request you to Kindly clarify on the requirement of the fine tuning of specification , as it would be done at the Pre-bid stage | Clause 3.1.1 VI deleted Clause 3.1.1 V: Technical Bids of only those Bidders will be opened who qualify the Pre-Qualification round after the initial processing of pre-qualification bid on the same day or at a date and time to be notified on the same day. The technical specifications may be fine tuned before calling for the revised Commercial bids. modified to: Technical Bids of only those Bidders will be opened who qualify the Pre-Qualification round after the initial processing of pre-qualification bid on the same day or at a date and time to be notified on the same day. |
| 7. | 13 | 3.1.1 (I) & 3.1.1 (II) | ITI | | The first point mentions 2 envelopes whereas all the following points mention 3 covers, Kindly Clarify Whether 2 or 3 Covers? | Please refer to RFP. Clause would remain same. |

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| 8. | 16 | 3.1.5V | HCL Infosystem | Addition in Pre-qualification conditions of Manpower Service Provider | Request you to Include the ISO Certification System Integration Business for the Prime Bidder & other Consortium Bidders. | No Change |
| 9. | 16 | 3.1.5V | HCL Infosystem | Addition in Pre-qualification conditions of Manpower Service Provider | Request you to Include the Prior experience of bidder for Projects in which dedicated Manpower is provided | No Change |
| 10. | 17 | 3.1.5 (II) & (j) & (n) & 6.2.9 & (10) & (15) | ITI | | Being a Govt. of India P.S.U. with countrywide varied operations, we involve different OEMs and ASPs as per our project-wise choice of OEMS of several IT products, rather than be ASP for each of this large number of OEM ourselves. Hence, the (i) ASP / (ii) OEM Partner / (iii) Service Center Statuses for proposed Desktop-OEM may be additionally acquired after award of project. Kindly Allow. | Clause Deleted |
| 11. | 18 | 3.1.5 (II) (o) & (p) | ITI | The Bidder should have support centers in Punjab and Chandigarh (own or through authorized service provider). | Support Centres, Logistic Centre & Warranty Centre – would be rendered operational as an Integrated Unit upon award of contract. Kindly Allow. | Please refer to serial no. 22 for details |
| 12. | 19 | 3.1.5.II- Unit Price Schedule | ITI | | As the procurement, commissioning and recruitment of project till Initial Go-Live stage involves maximum expenses of total project value, hence a restructured payment schedule may be kindly considered to better support the HSP. | Payment schedule would remain same. |
| 13. | 20 | 3.1.6 | ITI | | Only “qualified” bidders shall be permitted to take part in the deliberations during Pre-Bid Meeting. But Pre-qualification bids will be opened on 14.2.2011 and Pre Bid is on 25.1.2011. Kindly Clarify. | Clause/line has been deleted |

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| 14. | 21 | 4.3 | ITI | | Delivery Period is 8 Weeks from Contract-Sign or 4 Weeks from Site-Ready whichever is later; not clear. Kindly Elaborate. | Please refer to RFP. Clause would remain same |
| 15. | 22 | 4.4 | ITI | | <p>Regards Bidder's Performance BG @ Rs. 2 Crores; Various Directives and Finance Rules of Central & State Governments imply that being the Business Charters of Government itself, the P.S.U.s may be exempted from same. Hence ITI Ltd. being a P.S.U. of Govt. of India may be exempted from Performance BG in said tender. Kindly Accept. Additionally, (i) an EMD is already required,</p> <p>(ii) the Project is on BOOT Model,</p> <p>(iii) Project's Entire Equipment Value is in custody of State from the start,</p> <p>Hence an additional BG for performance; especially from P.S.U.s may be kindly reviewed, as it would not add any Significant Value/Surety but rather increase the project cost by way of interest calculation of bidder.</p> | Clause would remain same |
| 16. | 24 | 4.8 | ITI | Warranty: a) Hardware and system software products: the Hardware & service Provider will be responsible for a comprehensive warranty of five years for all hardware items including batteries, printer heads, hard disk, operating system (excluding nothing) and for operation & maintenance of all | In order to comply with this requirement, we suggest that you may specify at least 1 mandatory battery replacements during 5 years | Clause modified as: Hardware and system software products: the Hardware & service Provider will be responsible for a comprehensive warranty of five years for all hardware items including batteries, printer heads, hard disk, operating system (excluding nothing) and for operation & maintenance of all software products. It is mandatory for HSP to change the batteries of all UPS system during 28 th & 56 th month. |

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| | | | | software products. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 17. | 35 | 5.2(V) | ITI | UPS 1KVA & 2 KVA UPS Systems: Battery Backup | <table border="0"> <tr> <td>UPS Rating Min.</td> <td>VAH</td> <td>Backup time Capacity</td> </tr> <tr> <td>1KVA</td> <td></td> <td>30 mins</td> </tr> <tr> <td>800VAH</td> <td></td> <td></td> </tr> <tr> <td>1KVA</td> <td></td> <td>60 mins</td> </tr> <tr> <td>1400VAH</td> <td></td> <td></td> </tr> <tr> <td>1KVA</td> <td></td> <td>90 mins</td> </tr> <tr> <td>2020VAH</td> <td></td> <td></td> </tr> <tr> <td>1KVA</td> <td></td> <td>120 mins</td> </tr> <tr> <td>3300VAH</td> <td></td> <td></td> </tr> <tr> <td>2KVA</td> <td></td> <td>30 mins</td> </tr> <tr> <td>1600VAH</td> <td></td> <td></td> </tr> <tr> <td>2KVA</td> <td></td> <td>60 mins</td> </tr> <tr> <td>2800VAH</td> <td></td> <td></td> </tr> <tr> <td>2KVA</td> <td></td> <td>90 mins</td> </tr> <tr> <td>4000VAH</td> <td></td> <td></td> </tr> </table> | UPS Rating Min. | VAH | Backup time Capacity | 1KVA | | 30 mins | 800VAH | | | 1KVA | | 60 mins | 1400VAH | | | 1KVA | | 90 mins | 2020VAH | | | 1KVA | | 120 mins | 3300VAH | | | 2KVA | | 30 mins | 1600VAH | | | 2KVA | | 60 mins | 2800VAH | | | 2KVA | | 90 mins | 4000VAH | | | <p>Four hour backup is required for all UPS systems.</p> <p>1KVA 5300 VAH</p> <p>2KVA 10600 VAH</p> |
| UPS Rating Min. | VAH | Backup time Capacity | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1KVA | | 30 mins | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 800VAH | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1KVA | | 60 mins | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1400VAH | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1KVA | | 90 mins | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2020VAH | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1KVA | | 120 mins | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3300VAH | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2KVA | | 30 mins | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1600VAH | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2KVA | | 60 mins | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2800VAH | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2KVA | | 90 mins | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4000VAH | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 18. | 38 | 5.2 | HCL Infosystem | 16/24 Port Managed Switch with Internal Power Supply | <ul style="list-style-type: none"> Please increase the switching Capacity to 8.8 Gbps. The switching capacity should be sufficient to handle the traffic sent by two the gigabit ethernet ports & 24 Fast Ethernet on the switch. Having a switching backplane less than 8.8 Gbps will impact the switching performance. | As Specifications are indicative in nature, HSP can quote equivalent or better | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| | | | | | <ul style="list-style-type: none"> Please reduce the required VLAN support to 255. As per our understanding most to users of Panchayat location are going to be in same broadcast domain plus there is going to be management VLAN and further even conserving future scalability and considering the different applications/ services which you are going to run in your network the asked support of VLAN per switch is far higher then the actual requirement, so request you to please reduce the required number of VLAN per switch to 255. | Clause should read as " Configurable up to 8000 MAC addresses, 255 VLAN, IPv6 Support" |
| | | | | | <ul style="list-style-type: none"> Please mention IEE 802.1 X support. Request you to please clarify what does 64 supplicants per port mean. The switch should support 802.1 x authenticator. Each port can authenticate multiple clients and there is no hard restriction on clients. So request you to ask for IEEE 802.1X support only | Clause should read as " IEEE 802.1x support" |
| | | | | | <ul style="list-style-type: none"> The switch should support Layer 2 Trace route. Should have the ability to identify the Layer 2 path a packet takes from a source device to a destination device. This is required to ease network troubleshooting. | Clause would remain same |
| | | | | | <ul style="list-style-type: none"> The Switch should support Auto-QoS. Automatic QoS (Auto QoS) simplifies QoS configuration in voice-over-IP (VoIP) networks by issuing interface and global switch commands to detect Cisco IP phones, classify traffic, and enable egress queue configuration. | Clause would remain same |

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| | | | | | <ul style="list-style-type: none"> The Switch support for configuration rollback. This functionality is important for seamless operation of the switch in case of failure due to misconfiguration/human error, by enabling replacement of current. | Clause would remain same |
| | | | | | <ul style="list-style-type: none"> The switch support for DHCP server. At sites/offices which do not have a dedicated DHCP server, having this functionality on the switch enables easy provisioning of dynamic IP addressing of users. | Clause would remain same |
| | | | | | <ul style="list-style-type: none"> The switch should support a pair of a Layer 2 interfaces (switch ports or port channels) configured to act as a backup to another Layer 2 interface. | Clause would remain same |
| | | | | | <ul style="list-style-type: none"> The switch should support a pair of a Layer 2 interfaces (switch ports or port channels) configured to act as a backup to another Layer 2 interface. The switch should support alternative solution to the spanning tree protocol (STP), allowing users to turn off STP and still provide basic link redundancy. This is very important to ensure link redundancy with convergence time less than 100 ms. | Clause would remain same |
| | | | | | <ul style="list-style-type: none"> The switch should support strict priority Queuing. The switch should have the capability of protection of business critical traffic from bandwidth hogging lower priority traffic through strict priority queuing. | Clause would remain same |
| 19. | 39 | 5.2 (VII) | ITI | | What is the existing infrastructure available for IP-Telephony in terms of Server and Connectivity/Bandwidth? | Punjab SWAN would be made available in all offices in phase I |
| 20. | 39 | 5.2 VII | HCL | IP Phone:- | | |

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| | | | Infosystem | <ul style="list-style-type: none"> • Network Features: IP Phone should be from the same OEM as the IP Telephony Call server | <ul style="list-style-type: none"> • Tender is silent regarding IP Telephony Call server, so pls confirm which call server we are using. | Integration of IP Phones with Punjab SWAN required |
| | | | | <ul style="list-style-type: none"> • Power Supply: Integrated Ethernet switch | <ul style="list-style-type: none"> • Please clarify the switch port speed and number of ports. | 2 * 10/100 |
| 21. | 40 | 5.2 VIII | HCL Infosystem | <ul style="list-style-type: none"> • Anti Virus Solution for Desktop: Anti Virus Solution - The antivirus solution Should Support Multi -Platform operating system(Windows , Mac, Linux) and the same should be managed from a single Centralized Management console | <ul style="list-style-type: none"> • Request you to kindly remove the requirement of the Sigl Central Management Console for Windows & Linux, as current requirement does not have any Linux Environment | Clause should read as "The antivirus solution Should Support Windows operating system and the same should be managed from a single Centralized Management console " |
| | | | | <ul style="list-style-type: none"> • Antivirus vendor should provide definitions with incremental updates. Should support daily update for definition files. Size of daily update should be extremely small in size (typically between 25 and 50kb in size) | <ul style="list-style-type: none"> • Request you to add: solution should support for Dissimilar Hardware recovery in case of a complete system crash. | Clause should read as "Antivirus vendor should provide definitions with incremental updates. Should support daily update for definition files. " |
| | | | | <ul style="list-style-type: none"> • Antivirus solution should have the ability to remove third party security software (Another vendor AV product) at the endpoints. | <ul style="list-style-type: none"> • Request you to add :solution must be able to initiate automatic threat on driven backups as soon as the threat landscape increases | Clause should read as "Antivirus solution should have the ability to remove third party security software at the endpoints. " |
| | | | | Request to Delete | <ul style="list-style-type: none"> • Request you to add :solution should support saving of recovery points at FTP locations, DAS, NAS, USB Drive, DVD drives | As Specifications are indicative in nature, HSP can quote equivalent or better |

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| 22. | 47 | 6.2 | ITC Infotech | PRE-QUALIFICATION CHECKLIST & ORDER IN WHICH DOCUMENTS ARE SUBMITTED: The Bidder should have executed at least 3 large deals as System Integrator more than 10 crore to Government/ PSUs/ Corporate with each deal involving installation of at least 350 desktops from Indian Market only. In UPS category, the Bidder must have executed projects worth Rs. 30 lacs/installed 350 UPS per project, at least one project in Government/ PSU sector. | Instead of Installation of 350 Desktops and UPS clause we request department to consider System Integration Companies who have worked in more than 100 locations as modification in pre-qualification which will enable India's emerging companies like us to participate in bidding process and also give us an opportunity to propose most cost effective and competitive value based solution. | Modified to: The Bidder/Partner should have work orders of at least 3 large deals as System Integrator worth more than 10 crore to Government/ PSUs/ Corporate sector, with each deal involving at least 350 desktops Or The Bidder/Partner should have work orders of at least 3 large deals as System Integrator worth more than 10 crore to Government/ PSUs/ Corporate sector, with each deal involving installation of ICT infrastructure at 100 different locations or offices in India. |
| 23. | 47 | 6.2 | ITC Infotech | The Bidder should have support centers in Punjab and Chandigarh (own or through authorized service provider). | By modifying this clause companies in system integration business without having office support centers in Punjab and Chandigarh currently, however are willing to open office can also participate to bring better value to department. | Modified to: The Bidder should have support centers in Punjab and Chandigarh (own or through authorized service provider). In case, the bidder doesn't have an authorized office at present, bidder needs to provide an undertaking to the department that in case, the project is awarded to the bidder, he will open an authorised service provider centre within one month from the date of issuance of Lol. |
| 24. | 47 | 6.2 | Vyaam Infotech | EMD for Rs. 50,00,000/- in the form of Demand Draft | We would request you to kindly accept Demand Draft OR Bank Guarantee for Rs. 50,00,000/- as EMD. | Clause will remain same |

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| 25. | 47 | 6.2 | Vyaam Infotech | Bidder should have executed at least 3 large deals as System Integrator more than 10 Crs to Govt/PSU/Corporate with each deal involving installation of at least 350 desktops. In UPS bidder must have executed projects worth Rs. 30 Lacs/installed 350 UPS per project | We would request you to kindly lighten up this clause to Executed/On going at least 3 large deals projects as System Integrator more than 10 Crs involving installation of at least 350 desktops and in UPS bidder must have executed projects worth Rs. 30 Lacs/installed 350 UPS per project to give equal chance to prospective bidders who have rich experience in executing large complex system integration projects | Please refer to serial no. 21 |
| 26. | 47 | 6.2 | Vyaam Infotech | The Bidder/One of the partners of the Consortium must be Authorized Service Provider(ASP) | We would request you to kindly amend this clause to bidder/One of the partners of the Consortium must be Authorized Service Provider(ASP)/Authorized Dealer/Authorized Partner for the equipment are being offered to give equal chance to prospective bidders who have rich experience in executing large complex system integration projects | Clause stands deleted |
| 27. | 47 | 6.2 | Vyaam Infotech | Bidder should have support centre in Punjab and Chandigarh (own or through authorized service provider) | We would request you to amend this clause that the Bidder should have support centre in Punjab and Chandigarh OR the offered OEM should have their Service Centre in Punjab and Chandigarh | Modified to: The Bidder should have support centers in Punjab and Chandigarh (own or through authorized service provider). In case, the bidder doesn't have an authorized office at present, bidder needs to provide an undertaking to the department that in case, the project is awarded to the bidder, he will open an authorised service provider centre within one month of issuance of Lol. |

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| 28. | 55 | 6.8-SLR Queries | ITI | | <p>Most of The Applications, Software, IP Telephony and Data-Upload is Server Centric, say NREGA/ Plan-Plus Etc. on either State or Central Government Servers. Hence 3rd Party Responsibility of Connectivity, Software & Data-Center for these 186 Offices is a major Concern. Kindly Elaborate:</p> <ul style="list-style-type: none"> • The Mode of Connectivity cross 186 Offices and who would be Responsible for its smooth availability? • Available Bandwidth and whether it is Sufficient for Applications, IP Telephony, Data-Upload etc. on 367 nodes concurrently? • What is the Server Setup/Data Centre for this Project and Who will be responsible for a downtime/unavailability of said resource from State & Central Government Servers? • Any Problems arising due to these external factors which are out-of-scope of HSP i.e. Connectivity, Server and Application Functionality which may affect Uptime be not be liable to HSP. Kindly Confirm. | <p>HSP need to take ownership of the complete project, for connectivity HSP can leverage Punjab SWAN.</p> |