CCTNS PROJECT ODISHA
RESPONSES TO THE PRE-BID QUERIES
30th May , 2011

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
1	Volume I	7	1.1.2 Common Integrated Police Application (CIPA)	CIPA application-Is existing HW equipments (part of CIPA application) need to be included in the AMC ?			AMC for existing HW at CIPA Location needs to be included by SI.
2	Volume I	18	Section 3 Technical Program Management of Implementation of CAS (State)	The SDA will provide Services for CAS (State) for a period of three (3) years followed by two optional one-year periods from the date of successful completion of the CAS (State) Certification.	Who will conduct the certification for CAS State		No change is required in the RFP
3	Volume I	18	Section 3 Technical Program Management of Implementation of CAS (State)	The decision on the two optional one-year periods will be taken in entirety by NCRB.	What say will the State agency have in the extension of the State SI contract		No change is required in the RFP
4	Volume I	19	Section 3 Technical Program Management of Implementation of CAS (State)	Conduct of direct knowledge transfer through monthly contact sessions at NCRB covering all State SIs during the contract period.	Will the Centre SDA be responsible for this or state SI capacity building team would need to coordinate for this		No change is required in the RFP
5	Volume I	19	Section 3 Technical Program Management of Implementation of CAS (State)	Language Localization Support: Proving interface in local languages is a key requirement of CAS (State). The SDA shall build CAS (State) with interfaces in English and Hindi; and also build CAS (State) in such a way that it can be configured for interfaces in other local languages at the State level by the SIs.	Please specify which local language customization is required		Local Language is Odia
6	Volume I	19	Technical Program Management of Implementation of CAS (State)	SDA shall provide Helpdesk support to the State SIs during customization, deployment and stabilization phases with 8 contact hours (during normal business hours of 10 AM to 6 PM), 6 days (Monday through Saturday, both included). The business hours of 10 AM to 6 PM), 6 days (Monday through Saturday, both included). The SDA shall deploy a team of at least 5 qualified and certified resources in NCRB to address the questions from the SIs.	Please clarify whether the Helpdesk support during implementation period is the responsibility of SI?Where will be the location of HelpDesk?Should the Helpdesk tool be provided by SI?		Helpdesk support is the responsibility of SI. It may be in Bhubaneshwar or Cuttack.Helpdesk tool should be provided by SI.
7	Volume I	24	5.2 SCOPE OF SERVICES DURING IMPLEMENTATION PHASE,	Design and Implementation of advanced/ additional Functionality I(Human Resource Management Services, Extremist Management System, Coastal Security Requirement and Traffic management and e-challaning) Enhancements to CAS (State) Software such as SMS Gateway	What are the functional requirements for the additional requirement?		Please refer to Annexure 5 - Configuration and Customization Requirement of RFP Volume I
8	Volume I	28	Orissa CCTNS RFP Vol 1 Section:5.1	Compliance with Industry Standards IT Infrastructure management -> ITIL / EITM specifications Service Management -> ISO 20000 specifications	Please reconfirm the ITIL version for adherence.		ITIL Version 3
9	Volume I	29	5.2 Configuration and customization	Advanced modules-There is no detailed mentioned on the Fingerprinting information system. Kindly mention the details			SI is requested to make a suitable assumption as per their past experience. SI is required to do the System study as part of project where SI would have required information. Additionally, for bidding purpose, if required, SI may do independent research

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10	Volume I	29	5.2 Configuration, customization, and extension (new modules) of CAS (State) and integration with CAS (Center),	SI would be responsible for adding the functionality over and above the CAS (State) as provided in the Annexure 5	Annexure 5 is not available. Whether detail FRS will be shared later?		Please refer to Annexure 5 - Configuration and Customization Requirement
11	Volume I	32	5.2 Liquidated Damages	In the event of the Bidder's failure to submit the Bonds, Guarantees and Documents and supply the solution / equipment as per schedule specified in this RFP, State Crime Record Bureau, Bhuabaneswar may at its discretion withhold any payment until the completion of the contract. State Crime Record Bureau, Bhuabaneswar may also deduct from the Bidder as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed/undelivered services (as detailed in Volume I of this RFP) for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not more than 10% of the value of delayed services. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to State Crime Record Bureau, Bhuabaneswar under the contract and law.	We request you to kindly relax the maximum value of the Liquidated Damages to not more than 5% of the value of delayed services, instead of 10%.		No change is required in the RFP
12	Volume I	34	5.3 / 34	The case data of the approximately 7, 95,715 cases from 2001-2010. The case data is spread across the electronic data captured in CIPA systems in the Police Stations and physical case files and registers within the Police Station.	Total volume of Manual record is not clear, please specify exact countIs the total volume record is 26,30,325 record files? Please provide break-up for each record type, including document size (A4, A2 etc) How many pages are there in each case file Do bidder has to data entry and scanning of all pages? All data entry for manual records will be done in CIPA/CCIS application and as per migration process it will move to CAS, is this understanding correct? Will Orissa Police provide all required Infrastructure, like, Computer, Software, Scanner, Space, Electricity, AC, etc? Or this has to be provided by Bidder during Digitization phases? Please share sample record form for each type Please specify if "Fingerprints" will also be scanned as per normal scanning (TIFF 600 x 600 dpi) or there is some other approach expected?		SI is advised to propose a methodology for data migration keeping in mind data integrity, data consistency. All the data in the CCIS/CIPA will have to be migrated to CAS. All the infrastructure like computer, scanner will be provided by the Department. Fingerprint will be scanned through fingerprint device.
13	Volume I	34	5.3 Data Digitization and migration	Scope of Data Migration-Source of Electrical Data. Where can we study the format of the various applications CIPA, CCIS, PIS/Pay Bill and Arms? We need to understand the exact parameters for data migrations			Please see the Annexure -8. SI is required to do the System study as part of project where SI would have required information. Additionally, for bidding purpose, if required, SI may do independent research
14	Volume I	34	5.3 Data Digitization and migration	Scope of Data Migration-Number of records are mentioned. Kindly mention the content of each record in terms of no o fields, no of characters, etc			SI is requested to make a suitable assumption as per their past experience. SI is required to do the System study as part of project where SI would have required information. Additionally, for bidding purpose, if required, SI may do independent research
15	Volume I	34	5.3 Data Digitization and migration	Scope of Data Migration-Number of records are mentioned. Kindly mention the content of each record in terms of no o fields, no of characters, etc			Repeated, refer sr. no. 14

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16	Volume I	34	5.3 Data Digitization and migration	Scope of Data Migration-Do we need to scan any images also. If so kindly mention the number of pages and the size of such documents			Scanning of records are nor allowed,but images will be scanned.
17	Volume I	34	5.3 Data Migration , Scope of Data Migration and Digitization	The case data of the approximately 7, 95,715 cases from 2001-2010.	Document like case diary can spread over multiple pages. What is the total volume of fields to be digitized? Also clarify if digitization includes scanning?		Scanning of records is not allowed.Only images are to be scanned.SI can make a realistic assumption based on their past experience for estimating the figure of Ongoing/Open Cases.
18	Volume I	34	Serial no. 5.3	Data Migration	a) Is the SI supposed to scan these records? How many records are to be scanned and digitised? b) Each record will consists of how many characters? c) Digitisation requirement is centralised or decentralised? d) If decentralised how many locations we need to carry out the job? e) What is the time frame available for digitisation f) In addition to FIR any other record to be digitised?		a)Scanning is not required. b)Bidder should take an estimate from past experience c)Digitization requirement is decentralized.d)579 e)for pilot phase within that period and subsequentialy for others f)Pease see Data Digitization and Migration Annexure of Vol-I for Details
19	Volume I	35	5.3 Data Migration , Scope of Data Migration and Digitization	The remaining attributes of the case should be migrated from the physical registers in the Police Stations and Higher Offices	How these attributes can be migrated if they are not available in digital format?		Attributes need to be digitized.
20	Volume I	35	5.3 Data Migration , Scope of Data Migration and Digitization	Format of the register that depicts all the attributes along with type of the attribute	Format of registers is not available. Whether formats will be shared later?		Necessary details are provided in the RFP Vol I. SI is expected to go into detail during the system study phase.
21	Volume I	35	Expert Opinion from Domain Specialists	Whats the current format/document dimensions			SI is advised to make a suitable assumption as per their past experience and practicality in case of Odisha
22	Volume I	35	Fingerprints of the Accused / Arrested	What is the output required. Scanned copy of fingerprints or some other mode			Scanned copy of fingerprints; however solution should have the capablity in case of requirement of any other mode arises in the subsequent stage.
23	Volume I	35	In addition to the above, all the currently open cases (on-going investigation / trial) have to be migrated into CAS (State) even if the case is not registered between 2001-2010 (both years included	whats the Total No. of Ongoing/open cases?			SI can make a realistic assumption based on their past experience for estimating the figure of Ongoing/Open Cases.
24	Volume I	35	Other case related information for cases created between 2001-2010 (both years including) needs to be digitized into CAS Application	What would the size & dimension of photographs			SI is requested to make suitable assumption based on their past experience.
25	Volume I	35	￮ Photographs of the Accused / Arrested (in color)				Scanning of photographs is required.

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26	Volume I	38	5.4 Site Preparation, Commissioning, and Operationalization of the Infrastructure at the District Training Centers (DTC) / Regional Training Centers (RTC)	d) Scope of work i. Site Preparation ii. Installation / Commissioning iii. Operationalization iv. AMC of the infrastructure provided by SCRB is covered for three years from the date of Delivery	Please elaborate the scope of site preparation at the District Training Centers (DTC) / Regional Training Centers		Infrastructure for Training has been already been procured by Odisha police. Infrastructure procurement is not part of scope of work for SI. However LAN connectivity within Police Stations/Higher Offices is part of SI's job Refer to Section 5 Clause a, b, c, d for Details on Site Preparation
27	Volume I	39	Point-5.5	Site Preparation: SI would be responsible to prepare the client sites for setting up the necessary client site infrastructure. Civil work at Police Stations and Higher Offices is out of scope for SI.	If civil infra is out of scope of SI then apart from LAN, Electrical & IT setup what else to be done by SI in Client site Infrastructure. Please specify.		Details are already provided in the RFP. For the purpose of Bidding, SI is advised to take suitable assumptions, if required.
28	Volume I	39	Point-5.5. a	Setting up of Local area network (LAN cables, LAN ports, etc.)	No particular Bill of quantity is mentioned at per site. Please mention.		Bidder has to reasonable assumption as per the details provided in the RFP. However the minimum LAN ports should be in line woth the no. of desktops in PS/higher offices also taking in account the future needs of Department
29	Volume I	39	Point-5.5. a	Setting up of Local area network (LAN cables, LAN ports, etc.)	Is the required LAN set up will be designed for new IT equipments to be supplied or for existing infrastructure also? Pls confirm.		Yes. This is for new IT equipments in case of Police Stations and Higher Offices also old equipments in case of Training Centre
30	Volume I	39	Point-5.5. b & c	Earthing and electric cabling as required at the site.	NO confirmed quantity Defined , kindly confirm		Bidder has to reasonable assumption as per RFP
31	Volume I	39	Point-5.5. b & c	Earthing and electric cabling as required at the site.	Is the required Electrical Power connectivity set up will be designed for new IT equipments to be supplied or for existing infrastructure also? Pls confirm.		Yes. This is for new IT equipments in case of Police Stations and Higher Offices also old equipments in case of Training Centre
32	Volume I	39	Structure Cabling	Structure Cabling-Need calrification on how many lan points each PS demands			Minimum number of LAN points in PS and Higher offices should be in line with number of desktops allocated for each of the offices with an additional provision for future requirements
33	Volume I	41	Client System	Client System-Detailes of the Client System	Not mentioned in Complience Section		Please see Desktop specifications in the Annexure -8
34	Volume I	41	Table No 14 BOM, Sr No 3	Licenses for Open Office	Suggestion: OEM Supported 5 year subscription of Open Office / Libre Office.		No change is required in the RFP

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35	Volume I	43	5.7 Co-ordination and Management of Network Connectivity	Scope of work for BSNL: The details of scope of work of BSNL are as under: a. Provisioning of 2Mbps Point to Point Lease Line (P2PLL) for locations to be connected with the nearest OSWAN POP. b. Provisioning of WAN connectivity on VPNoBB/Wi-Max/VSAT for locations which are not feasible to be connected directly with the OSWAN on P2PLL. c. Provisioning of the Routers (at CCTNS site) and Modems for locations to be connected directly with OSWAN and all other hardware and network infrastructure provided for VPNoBB/Wi-Max/VSAT connectivity. d. Provisioning of Aggregated bandwidth on MPLS network at SDC for the locations connected on VPNoBB, Wi-Max and VSAT network. e. Provisioning of MPLS connectivity between SDC and SDRC. f. Provisioning of MPLS connectivity between NDC and state SDCs. g. Maintaining the network including hardware supplied for minimum period of 3 years.	Please confirm whether bidder need to quote for any bandwidth. If yes, then please share the details of the communication links to be quoted		No
36	Volume I	43	Clause 5.7		Whether Connectivity costs are to be factored by the bidder.		No
37	Volume I	43		Capacity building	Who would be providing the Infrastructure for training e.g. printers, hardware, network connectivity, teaching aids		Infrastructure for Training has been already been procured by Odisha police. However LAN connectivity within Police Stations/Higher Offices is part of SI's job Refer to Section 5 Clause a, b, c, d for Details on Site Preparation
38	Volume I	44	Role of System Integrator: point c Coordination with BSNL for ensuring Operations and Maintenance of networking hardware to ensure compliance to the SLAs as offered by BSNL.	ole of System Integrator: point c Coordination with BSNL for ensuring Operations and Maintenance of networking hardware to ensure compliance to the SLAs as offered by BSNL.-How SI will ensure the SLA being commited by BSNL to CCTNS Commmittee			Once the contract between BSNL and MHA is finalised, the relevant section of the contract/SLA would be made available to SI. Further, SI is required to maintain the relevant SLA which are within its area of control/responsibility/area of influence.
39	Volume I	45		At the DR site the storage should have 100% of the capacity of the Data centre site.	Please clarify the exact SOW required to be performed under communication and awareness campaigns.		No change is required in the RFP

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40	Volume I	47	CAS (State) Deployment Architecture at the SDC	The SI is responsible for the below at the Disaster Recovery Centre. (The list provided below is indicative. At the time of deployment, Government may choose to source some of these components from the shared infrastructure available at the SDC / DR. However, bidders shall mandatorily include these items in their IT Infrastructure sizing and provide price quotes for the same) Procurement, installation, administration, operation and maintenance of: a. Servers (Web, Application, Database, Backup, Antivirus, EMS, etc.) b. Enterprise Management System (EMS)	EMS should be deployed at Primary Datacenter for centralized monitoring of the network devices across DC and DR site. Please confirm if EMS at DR site is also required? Is there connectivity between DC and DR?		EMS, if decided by Government, needs to be deployed in Datacenter.
41	Volume I	48	Section – 5.4 d - iv	At the time of deployment, Government may choose to source some of these components e.g. EMS from the shared infrastructure available at the SDC / DR. In this case, SI shall procure the additional licenses of the current EMS tool in the Data Center and Disaster Recovery Center and configure the EMS tool to monitor / manage the entire enterprise wide application, infrastructure and network related components commissioned by the SI. The SI shall also deploy a backup software to periodically backup all data and software.	Please re-word tender clause as below: At the time of deployment, Government may choose any EMS that can be integrated with the EMS available at the SDC / DR. In this case, SI shall configure the EMS tool to monitor / manage the entire enterprise wide application, infrastructure and network related components commissioned by the SI. The SI shall also deploy a backup software to periodically backup all data and software.		No cahnge in the RFP
42	Volume I	48	_	At the time of deployment, Government may choose to source some of these components e.g. EMS from the shared infrastructure available at the SDC / DR. In this case, SI shall procure the additional licenses of the current EMS tool in the Data Center and Disaster Recovery Center and configure the EMS tool to monitor / manage the entire enterprise wide application, infrastructure and network related components commissioned by the SI. The SI shall also deploy a backup software to periodically backup all data and software.	Please re-word te clause as below: At the time of deployment, Government may choose any EMS that can be integrated with the EMS available at the SDC / DR. In this case, SI shall configure the EMS tool to monitor / manage the entire enterprise wide application, infrastructure and network related components commissioned by the SI. The SI shall also deploy a backup software to periodically backup all data and software.	-- Using existinng vendor EMS is making the statement Vendor Specific, please change it -- Accountability issues in case of using existing EMS from SDC to manage/monitor so there must be a dedicated EMS which will have seamless integration with the existing /any EMS -- Service Level Agreement(SLA) monitoring issues in case of using existing EMS i.e. who will be responsible to ensure SLA's (SI or existing team SDC team) -- To keep it open, SI can choose any EMS/NMS Solution which should have seamless integration capabilities with third party EMS/NMS and serve the management of critical infrastructure of CCTNS project -- to keep CCTNS Confidential Information intact applications/infrastructure for CCTNS to be monitored for performance and response time should be managed separately in conjunction to integrated capabilities(in case of any common component)	Repeated, refer Sr. no. 41

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43	Volume I	48	CAS (State) Deployment Architecture at the SDC	At the time of deployment, Government may choose to source some of these components e.g. EMS from the shared infrastructure available at the SDC / DR. In this case, SI shall procure the additional licenses of the current EMS tool in the Data Center and Disaster Recovery Center and configure the EMS tool to monitor / manage the entire enterprise wide application, infrastructure and network related components commissioned by the SI.	Please mention what are the existing EMS solution components deployed at SDC/DR for which additional licenses needs to be procured by SI.		No change is required in the RFP
44	Volume I	48	CCTNS Orissa RFP Volume 1.pdf	At the time of deployment, Government may choose to source some of these components e.g. EMS from the shared infrastructure available at the SDC / DR. In this case, SI shall procure the additional licenses of the current EMS tool in the Data Center and Disaster Recovery Center and configure the EMS tool to monitor / manage the entire enterprise wide application, infrastructure and network related components commissioned by the SI. The SI shall also deploy a backup software to periodically backup all data and software.	Please re-word te clause as below:

At the time of deployment, Government may choose any EMS that can be integrated with the EMS available at the SDC / DR. In this case, SI shall configure the EMS tool to monitor / manage the entire enterprise wide application, infrastructure and network related components commissioned by the SI. The SI shall also deploy a backup software to periodically backup all data and software. | -- Using existinng vendor EMS is making the statement Vendor Specific, please change it
-- Accountability issues in case of using existing EMS from SDC to manage/monitor so there must be a dedicated EMS which will have seamless integration with the existing /any EMS
-- Service Level Agreement(SLA) monitoring issues in case of using existing EMS i.e. who will be responsible to ensure SLA's (SI or existing team SDC team)
-- To keep it open, SI can choose any EMS/NMS Solution which should have seamless integration capabilities with third party EMS/NMS and serve the management of critical infrastructure of CCTNS project
-- to keep CCTNS Confidential Information intact applications/infrastructure for CCTNS to be monitored for performance and response time should be managed separately in conjunction to integrated capabilities(in case of any common component) | No Change is required in the RFP |
45	Volume I	48	General	Servers at DC and DR	Kindly confirm if the quantity of servers to be provided shall be as per the Bill of material provided or quantity of servers can increase or decrease as per the application?		Minimum number of servers are mentioned in the Bill of Material provided. However, based on the past experience, practicality and to meet the SLA, SI should propose a solution, which may have higher number of servers
46	Volume I	48	Table 20 BOM at DC and DR	Management Server, Firewall & IPS, Mail Messaging Server, Server for Staging/Training/Testing etc	Please confirm the quantity of these items in DC and DR		Minimum Quantity is mentioned in the Clause 5.8 table 20 of RFP Vol I. However bidder is advised to quote suitable number based on the solution proposed
47	Volume I	48		BOM at DC and DR	Kindly validate the requirement for FC-IP Router as mentioned in vol 2 77, If yes, Kindly provide the technical specifications.		Please refer to the corrigendum 02 clause 2.3, dated 21/5/2011 for updated section

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48	Volume I	50	5.9	The System Integrator will provide one qualified and trained person per police stations for a period of 6 months to handhold the staff in the police station and ensure that the staff is able to use CAS (State) on their own by the end of the handholding period.	As stated in the RFP on # (Vol-I pg 50) The Handholding support will be with 1 person for each police stations for 6 month period. The RFP also states on #(Vol-II pg 86 Pricing Summary) Blended Cost of Providing Handholding Support for 20 Police Stations / Higher Offices (One person per two Police Stations or Higher Offices for a period of one year) has to be provided. Kindly clarify the exact requirement.		Please refer to the corrigendum 02 Clause 6.7.2 form 1 Price Summary, dated 21/5/2011 for updated section
49	Volume I	50	5.9	Handholding Support	Handholding resources are required at all 780 locations?Please specify Higher Office count		Handholding is required at Police Stations only which no. 579. Handholding to Higher Offices is not part of SI's job. Detailed list of Higher Offices is already given
50	Volume I	50	Handholding support 5.9	The System Integrator will provide one qualified and trained person per police stations for a period of 6 months to handhold the staff in the police station and ensure that the staff is able to use CAS (State) on their own by the end of the handholding period. Handholding support would be required only after the successful commissioning of CAS (State) application and the necessary infrastructure and completion of capacity building and change management initiatives in respective police stations / Higher Offices for each phase as detailed in the implementation plan.	As per the timeline, some districts will be commissioned as part of the pilot phase. Will the handholding for these police stations start immediately after the Pilot phase and continue for 1 year, or will it start after all Police stations have been commissioned?		Handholding support will start immediately after the pilot phase and will continue for 6 months.
51	Volume I	51		SUPPORT TO ACCEPTANCE TESTING, AUDIT AND CERTIFICATION	When is the 3rd party testing and audit supposed to be carried out? When will each of the following be carried out 1. Functional requirements. 2. Test cases and Requirements Mapping. 3. Infrastructure Compliance Review. 4. Availability of Services in the defined locations. 5. Performance and Scalability. 6. Security. 7. Manageability and Interoperability. 8. SLA Reporting System. 9. Project Documentation. 10. Data Quality Review.		Detail workplan is to be submitted by the bidder as per the deliverables required. Timelines for these deliverables are required to be detailed out in the work plan in cosultation with the client.
52	Volume I	52	5.10 SUPPORT TO ACCEPTANCE TESTING, AUDIT AND CERTIFICATION	Acceptance testing, audit and certification-As part of Acceptance testing, audit and certification, performed through a third party agency...	HP proposes that audit must be carried out by an independent agency.		No change is required in the RFP
53	Volume I	54	1/6/54	Scope of service during post implementation phase	What is the minimum no. of resources expected to be deployed at DC & DR and skill set required?		Please refer to the RFP Vol I. Further, SI is advised to propose the solution based on the past experience and to meet the SLA
54	Volume I	54	6. SCOPE OF SERVICES DURING POST-IMPLEMENTATION (OPERATION & MANAGEMENT) PHASE	Helpdesk resources-Is any additional Resident Engineers required at Police HQ/office to manage HW Support ?			Yes
55	Volume I	54	6. SCOPE OF SERVICES DURING POST-IMPLEMENTATION (OPERATION & MANAGEMENT) PHASE	Helpdesk resources-What is the minimum team size that is expected onsite for the helpdesk			Bidder has to propose the appropriate number to meet the SLA and meet client's requirement

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56	Volume I	54	6. SCOPE OF SERVICES DURING POST-IMPLEMENTATION (OPERATION & MANAGEMENT) PHASE	As part of the operations and maintenance services, the SI shall provide support for the software, hardware, and other infrastructure that are in the scope of this RFP.	Does the SI need to provide support and maintenance for EMS tools also?		Yes, if Government decide to procure the EMS tool proposed by the SI
57	Volume I	54	Operations and Maintenance	Operational Expenses	Kindly advise on the responsibility for the consumables like paper, toner, diesel etc. If the bidder needs to provide the consumables during the operations and maintenance, kindly provide the estiamted quantity for each item.		To be borne by the bidder. Please refer to Corrigendum 02 Clause 1.2 Section 6 for updated section
58	Volume I	54	SCOPE OF SERVICES DURING POST-IMPLEMENTATION (OPERATION & MANAGEMENT) PHASE	Specific hardware required as per the RFP once the current AMC by the original vendor expires	Kindly provide the quantity and specs for the existing hardware with current AMC details including year of AMC expiry		Will be provided when available
59	Volume I	55	6	Warranty support for all the new hardware procured as part of this RFP	Please clarify when the warranty period will start for hardware, software to be supplied during Phase -I and Phase-II.		Warranty & AMC support start form the stage of Commissioning.
60	Volume I	55	6	Warranty	(# Vol-III pg 26 cl q) states that the bidder has to provide support in terms of annual maintenance for a minimum period of 3 years from the date of Go Live. The BUYER has the option to go for additional annual maintenance for a period of two years. But as per # (Vol-I pg 56) AMC support for 5 years has to be provided by the bidder. Please confirm exact time period for which we have to quote for support charges.		Please refer Corrigendum 02 Clause 3.3 Section 5
61	Volume I	56	6. SCOPE OF SERVICES DURING POST-IMPLEMENTATION (OPERATION & MANAGEMENT) PHASE	Mean Time Between Failures (MTBF)	Bidder proposes deletion of this clause		No change is required in the RFP
62	Volume I	56	6. SCOPE OF SERVICES DURING POST-IMPLEMENTATION (OPERATION & MANAGEMENT) PHASE	Sizing and procuring the necessary hardware and software license-SI is responsible for sizing and procuring the necessary hardware and software licenses as per the performance requirements provided in the RFP. During the warranty period SI shall replace or augment or procure higher-level new equipment or additional licenses at no additional cost to the State in case the procured hardware or software is not adequate to meet the service levels	In the event the service levels are below the mutually agreed SLA, the Customer's sole remedy is to impose penalties. New equipment or additional licenses will be provided at additional prices through a change management process		SI is required to replace or augment or procure higher-level new equipment or additional licenses at no additional cost to the State in case the procured hardware or software is not adequate to meet the service levels Not meeting the SLA would be considered as Default.If upon the expiry of the Remedial Period, the underlying Event of Default is neither cured nor waived, the Party who has issued the Consultation Notice shall have the right to terminate this Contract . Refer to Article 7 Volume III

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63	Volume I	56	6. SCOPE OF SERVICES DURING POST-IMPLEMENTATION (OPERATION & MANAGEMENT) PHASE	Performance warranty-SI shall provide the performance warranty in respect of performance of the installed hardware and software to meet the performance requirements and service levels in the RFP	Hardware and software licenses will be provided as per warranty and support offered by OEM product/software manufacturers. The Customer will execute an End-User License Agreement with the OEM software vendors which will state and govern Customer's end-use rights in the software. New version / version upgrade will be provided at additional prices through a change management process.		No change is required in the RFP
64	Volume I	60	Network Management Services	Network Management Services-As SI will not provide Routers at PS then howcom it is SI 's rsponsibility to support and maintain Routers at PSs			Routers at PS are not required to be mainted by SI
65	Volume I	61	Orissa CCTNS RFP Vol 1,	IT Security Administration Services and Services for ISO 27001 and ISO 20000 compliance	Is ODISHA CCTNS expecting the services offered to be ISO-20000 compliant only or is specifically looking for ISO20000 certification? If ISO-20000 certification is required, we assume it is for DC & DR sites from where the services are offered, please confirm.What is the duration that ODISHA CCTNS is envisaging for the ISO-20000 certification to be completed? What is the expected certification validity for ISO-20000?		ODISHA is looking at maintaining the standards, processes and procedure as per the details mentioned in the section "IT Security Administration Services and Services for ISO 27001 and ISO 20000 compliance"
66	Volume I	61	Serial no. (e)	Provide a well-designed identity management system, security of physical and digital assets, data and network security, backup and recovery etc.	After SUN's acquisition by Oracle, OpenSSO is no longer in the product roadmap and new development has stopped. Is there a change in stack possible for this line item by the SI?		No
67	Volume I	62	/6 / 62	The service will be provided in the local language of the State.	Please specify the Local Language in which support is expected		Repeated, refer Sr no. 5
68	Volume I	62	/6 / 62	The service will be provided in the local language of the State.	Please specify the Local Language in which support is expected		Odia
69	Volume I	63		One of the important factors that would determine the success of the Police IT implementation in the State is the continuous availability of domain experts to the implementation team. SI shall put together a team of at least five (5) domain experts with a minimum of 10 years of experience in the State Police Department who will work on this project on a full time basis during the entire duration of the project.	SI shall provide an experienced Domain expert with 3 years of experience in the State Police Department supported by Software Developers.		No change is required in the RFP
70	Volume I	65	7 / 65	TIMELINES FOR DELIVERABLES	Timelines are given for only Phase 1 & 2 whereas Project is spread across 5 phases, please share the timelines for Phase 3,4 & 5		Relevant timelines have already been given in the RFP
71	Volume I	237	ANNEXURE X: Service Levels	RPO (zero data loss in case of failure of Primary DC) should be zero minutes	RPO of zero minutes is achieved through 3 way DR approach ie. DC with a nearline/bUNKER site and DR Site. Kindly validate the requirement for RPO of 0 minutes as the distance between SDC, Bhubaneswar, Odisha and proposed DR site at other state will be too long to achieve RPO of zero minutes? Please provide details of third location or ammend RPO zero to 60 minuntes.		Please refer to the Corrigendum 02 Clause 1.4 Annexure 3 point 1 for updated section

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
72	Volume I	17, 19	3.4.4 (a) & (c) 3.4.5-Pre-Qualification Criteria	Bidder should not be declared as ineligible to participate or blacklisted during the last 5 years by Odisha/Cental Government for reasons cited therein.	Bidders should not be currently declared ineligible to participate or blacklisted by any state government / central government.	The basic objective of any tender to get the best at the least cost. One fails to understand why the prospective bidder in order to be eligible to bid should not be declared ineligible by Odisha govt. only when the bid is open to all entities registered in India. Further, the term of 5 years is baffling - one wonders why not more or less and its subsequent implications ! This clause reduces the number of bidders and gives an unfair advantage to the balance few to hike their profit margins and ultimate your project cost. This clause is discriminatory and aimed at keeping out specific competition which cannot be in the better interest of your organization & your basic objective of having this tender is defeated if competition is reduced.	No change is required in the RFP
73	Volume I Annexure 1	1	Annexure-1	Processor: Core i5-650 processor (3.20 GHz) with Q57 Chipset or higher	Intel Corei5 650/AMD Phenom X4 950 (3.2 Ghz) with Q57/785G Chipset		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 3, for updated section
74	Volume I Annexure 1	1	Annexure-1		There are only two volume X86 architecture CPU manufacturer in the world , expect department will provide the common platform for both the vendors. Competetion always benefit the customer.		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 3, for updated section
75	Volume I Annexure 2	1	Annexure 2, CAS(State) Solution-Stack 1	Proposed Operating System by Software Development Agency: Solaris	Since Webserver Java System Webserver, Glassfish Application Server, MySQL DB are compatible with Linux we request you to keep the operating system specifications open by including Redhat Linux.		No change is required in the RFP
76	Volume I Annexure 2	1	CAS (State) Solution – Stack I	Sun Stack	Equivalent OEM Supported Open Source Stack. Details can be proposed incase the same is considered.		No change is required in the RFP
77	Volume I Annexure 2	1	CAS (State) Solution – Stack I	Mail Messaging – Q - Mail	Since Mail Messaging is a very key component in the functioning of CCTNS, choosing community supported products can lead to no support and no ownership. In such a scenario the SI's will also not be able to provide support and maintenance of the mail messaging system.Suggest to opt for Enterprise class OEM Mail Messaging Solution along with LDAP V3 Compliant Directory Services. Specification can be based on standards		No change is required in the RFP
78	Volume I Annexure 2	2	CAS (State) Solution – Stack I	Identity Management.	Like Mail Messaging, Identity Management is a very key component in the functioning of CCTNS, choosing community supported products can lead to no support and no ownership. In such a scenario the SI's will also not be able to provide support and maintenance of the Identity Management system.Suggest to opt for Enterprise class OEM Identity Management Solution along with LDAP V3 Compliant Directory Services. Specification can be based on standards		No change is required in the RFP

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
79	Volume I Annexure 3	1	2 (d) Annexure -3	Service Level Agreement	Request that the time lost due to any of the following reasons shall be taken into account while calculating the availability/ uptime requirement: (a) Time lost due to power or environmental failures; (b) Time taken to recover the system because of power or environmental failures; (c) Time lost due to damage or malfunction in the system or any units thereof due to causes attributable to BUYER such as attachment of additional devices, making alteration to the system, maintenance of the system, etc. without SI's consent and/ or failure to maintain the site as required by the SI; (d) Time taken for scheduled maintenance/ troubleshooting either for preventive purposes or improvement in function or other purposes; (e) Time taken for reconfiguration or other planned downtime situations; (f) Scheduled shutdowns as required by BUYER; (SI may also request BUYER for a shutdown for maintenance purpose, which request will not be denied unreasonably by BUYER); (g) Time taken for booting the system (h) Time lost due to unavailability of links.		No change is required in the RFP
80	Volume I Annexure 3	2	Annexure-3:Service levels - Implementation Phase SLAs - Capacity Building	At least 80% of the trainees within the training program should give a rating of satisfactory or above	We would request for considering this SLA as a KPI for the vendor in line with change management. Requesting reconsideration.		No change is required in the RFP
81	Volume I Annexure 3	4	Infrastructure Availability and Application Availability. SLA1 & SLA1	There are SLAs on Infrastructure Availability and Application Availability which overlap. For exp consider the following 2 SLAs.1. Availability of productions CAS systems shall be atleast at 99%.2. Availability of CAS solution components measured within the Data Center shall be atleast 99.9%. Our assumption is that the result of Infrastructure Availability SLA does not have any impact on the Application Availability SLA i.e. if the availability of production CAS server is < 99%, the SI is not penalized for this SLA as well as the SLA on availability of CAS solution components.	Suggest appropriate clarification and correction.		No change is required in the RFP
82	Volume I Annexure 3	5	Infrastructure Performance. SLA 1	It is extremely difficult to measure this SLA as after the CPU utilization crosses 70%, then we need to keep a timer to measure if it stays above 70% for 30 minutes or more for each occurrence. Each such occurrence is treated as one instance and based on the no of instances over a six month period, the total violations are calculated and penalty imposed.If the number of instances over a six month period is anywhere between 1 and 3, the penalty is 2% to 6% of the half yearly payment.	Suggest that we monitor the CPU usage and if the average daily utilization goes up beyond 70%, then we should take that as a violation.		No change is required in the RFP
83	Volume I Annexure 3	5	Infrastructure Performance. SLA 2	Same as above for I/O utilization.	Suggest that we monitor the I/O utilization and if the average daily utilization goes up beyond 70%, then we should take that as a violation.		No change is required in the RFP
84	Volume I Annexure 3	5	Infrastructure Performance. SLA 3	Same as above for memory utilization.	Suggest that we monitor the memory utilization and if the average daily utilization goes up beyond 70%, then we should take that as a violation.		No change is required in the RFP
85	Volume I Annexure 3	7	Application Performance. SLA 1	1. Continuously measuring this over a period of time will have impact on the system resources and performance.2. What is the tool to be used to measure this?3. What type of query to be used to measure the response time?	The 4 second response time should be measured as a test and when required and not on a continuous basis.		No change is required in the RFP

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86	Volume I Annexure 3	7	Client Site Systems Availability. SLA 1	Availability of at least 99% of all critical site infrastructure (anything that is shared by multiple users at the site) such as routers, switches, printer/scanner, digital pen, finger print readers etc., will be very difficult as most of these are one in number at the PS/HOs. The severity of violation is High and if a site falls below the minimum service level, it will be treated as 1 violation leading to penalty of 2% of the respective half yearly payment. We will end up paying this penalty if one or more equipment goes down at any site leading to less than 99% availability.	Suggest that the availability of the critical client site infrastructure components at all the implementation sites on an average shall be atleast 99%.		No change is required in the RFP
87	Volume I Annexure 3	8	Application Support Performance. SLA 2	1. Resolving 95% of Level 1(read P1) application defects within 4 business hours is extremely difficult as the % bugs to be fixed is very high and the resolution time is very low.2. The penalty points is based on % compliance and not on instances.3.Based on how we perform, the penalty could be anywhere between 0 - 6% of half yearly payment.	1. Suggest that we could provide a work around in 6 hours and a resolution in 24 hours.2.Based on the penalty on no of instances and not on % compliance.		No change is required in the RFP
88	Volume I Annexure 3	8	Client Site Support Performance. SLA 1	1. We might not get an opportunity to resolve 80% of the Level 1 calls at each site in 2 hours as the number of Level 1(read P1) calls will be less at each site and our compliance will be either 0%, 50% or 100%.2.Resolving a P1 call in 2 hours at a remote site is a challenge if it is a break-fix call.3. And over a period of six months across 400+ sites, the average number of instances could be anywhere between 1 and 12 leading to penalties ranging from 1% to 4% of the half yearly payment.4.This could lead to double penalty if it affects the availability of 99% uptime at each site.	1. Suggest 80% of the Level 1 incidents at all sites on an average should be resolved within 6 business hours from the time call is received/logged whichever is earlier.2. Suggest the impact of non-compliance of this SLA not have any bearing on the availability SLA and the SI not penalized twice.		No change is required in the RFP
89	Volume I Annexure 3	8	Client Site Support Performance. SLA 2	Same as above, but for Level 2 calls where the impact could 1-2% of the six monthly payment.	1. Suggest 80% of the Level 2 incidents at all sites on an average should be resolved within 12 business hours from the time call is received/logged whichever is earlier.2.Suggest the impact of non-compliance of this SLA not have any bearing on the availability SLA and the SI not penalized twice.		No change is required in the RFP
90	Volume I Annexure 3	10	Application Support Performance. SLA 2	Same as above, but for Level 2 calls where the impact could be less because we get more time to fix the bugs, but the severity level remains high and penalty impact is similar.	1. Suggest that we could provide a work around in 12 hours and a resolution in 72 hours.2.Based on the penalty on no of instances and not on % compliance.		No change is required in the RFP
91	Volume I Annexure 3	10	Application Support Performance. SLA 3	Same as above, but for Level 3 calls where the impact could be less because we get more time to fix the bugs, but the severity level remains high and penalty impact is similar.	1. Suggest that we could provide a resolution in 7 days.2.Based on the penalty on no of instances and not on % compliance.		No change is required in the RFP
92	Volume I Annexure 3	11	Network Uptime. SLA 1	Difficult SLA to meet as:1.Uptime of 99% at each site.2.Covers network equipment and bandwidth.3.In the current form of the SLA, if a network equipment is down and is not resolved within 2 hours, we could be paying penalty at 3 places - client site uptime of less than 99%, P1 issue not resolved in 2 hours and NW uptime less than 99%.	1. Suggest the impact of non-compliance of this SLA be restricted to this SLA only and not have impact on the availability SLA and resolution of Level 1 calls SLA and the SI not penalized three times.		No change is required in the RFP
93	Volume I Annexure 3	12	Help Desk Performance. SLAs 4,5 & 6	1. Appear that they are a repeat here. If not we will be paying penalty for the same again.2. They should be related to DC and not Help Desk.	Our assumption is that these SLAs are a repeat of Client Site Performance SLAs. Suggest appropriate clarification and correction.		No change is required in the RFP

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94	Volume I Annexure 3	16	9, Annexure 3	Violations and Associated Penalties	Request that the overall cumulative penalties levied under this Agreement shall not exceed 1% of the Contract Value.		No change is required in the RFP
95	Volume I Annexure 3	-	-	-	Request to insert a procedure/ provision for acceptance of deliverables.		No change is required in thr RFP
96	Volume I Annexure 5	45	Configuration and Customization / 5.5 /	Content Management	Please specify content volume, frequency and TAT		Relevant details have already been given in the RFP, for additional information SI is advised to make suitable assumption
97	Volume I Annexure 6	2	Annexure 6: Change Management, Communication & Awareness, and Capacity Building: Section - 2.2 Change Management Requirements;	Other requirement for training	Will other requirements - infrastructure, IT, lunch, snacks and tea provided by department for trainings?		Necessary details are already provided in RFP. Eatables will be provided by the State; further SI is also not expected to provide the same
98	Volume I Annexure 6	6	Annexure-6 / 1 / 6	Delivering training to end users	Whether lunch,tea/coffee to be provided by SI during training days?		Repeated, refer Sr no. 97
99	Volume I Annexure 6	7	Annexure-6 / 1 / 7	Approximate number of people to be trained	Though the number of trainees are given for each of the 4 modules, district-wise split up not available. District-wise break-up required.		No change is required in the RFP.Relevan details have been given
100	Volume I Annexure 6	7	Annexure-6 / 1 / 7	Approximate number of people to be trained	What should be the batch size for training?		Relevant information is provided in the RFP
101	Volume I Annexure 6	9	Annexure 6: Change Management, Communication & Awareness, and Capacity Building: Section - 2.2 Change Management Requirements	SI shall conduct at least three Change Management Workshops (minimum of one-day) in the Range / District Headquarters for Group II comprising of key officers (IG, DIG, SP, Addl. SP, Dy. SP) in charge of a zone/range/district/sub-division etc. per annum for the term of assignment and engagement.	Is this first year requirement only or it is required to carry on this activity during post implementation support also? Please advice for how many years as RFP says -"per annum". Also, please specify the No. of participant in the workshop for the specified groups		It is For the tenure of assignment and engagement.For number of participant please refer Annexure 6 Volume-1
102	Volume I Annexure 6	9	Annexure 6: Change Management, Communication & Awareness, and Capacity Building: Section - 2.2 Change Management Requirements	SI shall conduct at least three Change Management Workshops (minimum of one-day) in the District Headquarters of all Districts for Group III & Group IV comprising of key officers (SHO, SI, ASI, HC, C, Station Writer) per annum for the term of assignment and engagement.	Is this first year requirement only or it is required to carry on this activity during post implementation support also? Please advice for how many years as RFP says -"per annum". Also, please specify the No. of participant in the workshop for the specified groups		For the tenure of assignment and engagement
103	Volume I Annexure 6	9	Annexure 6: Change Management, Communication & Awareness, and Capacity Building: Section - 2.2 Change Management Requirements;	SI shall design the necessary content (reading material, presentations) in English and Kannada for the Change Management Workshops.	Is the requirement is of Oriya or Kanada? Please confirm		Repeated, refer to Sr. no. 68

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104	Volume I Annexure 6	9	Annexure 6: Change Management, Communication & Awareness, and Capacity Building: Section - 2.2 Change Management Requirements;	Venue Requirement for workshop	Will the venue for workshop provided by the department?		Yes the Venue will be provided by the Department
105	Volume I Annexure 6	9	Annexure 6: Change Management, Communication & Awareness, and Capacity Building: Section - 2.2 Change Management Requirements;	Other requirement for workshop	Will other requirements - infrastructure, IT, lunch, snacks and tea provided by department for Workshops?		Repeated, refer serial no. 97
106	Volume I Annexure 6	9	Annexure 6: Change Management, Communication & Awareness, and Capacity Building: Section - 2.2 Change Management Requirements; 9	SI shall conduct at least three Change Management Workshops (minimum of one-day) in the State Headquarters for Group I comprising of Key senior officers (ADGP, IG, DIG) responsible for Crime, Law and Order, Intelligence etc. per annum for the term of assignment and engagement.	Is this first year requirement only or it is required to carry on this activity during post implementation support also? Please advice for how many years as RFP says -"per annum". Also, please specify the No. of participant in the workshop for the specified groups		Change Management Workshop are only for 1st year
107	Volume I Annexure 6	10	Annexure 6: Change Management, Communication & Awareness, and Capacity Building: Section 2.3 Communication and Awareness -;	Other Requirements - he SI shall conduct Communications & Awareness Campaigns for each major revision/deployment of CCTNS being implemented through various means – Print, Electronic, Face to Face, Audio/Visual etc.	Is the printing, campaign, use of electronic media, etc cost borne by the department or SI should make provision for it?		The cost will be borne by SI.
108	Volume I Annexure 6	10	Annexure 6: Change Management, Communication & Awareness, and Capacity Building: Section 2.3 Table 7 Communication and Awareness;	Deliver Communication Events - Recurring Activity (once a month) over the entire duration of the SI	Will this activity required to be performed during the Post implementation support stage also?		Yes the entire period
109	Volume I Annexure 6	13	Annexure-6 / 3 / 13	Strengthening of institutions for capacity building	Whether sufficient desktop and projector available at all training centers?		Yes.
110	Volume I Annexure 6	#####	Annexure 6: Change Management, Communication & Awareness, and Capacity Building: Section - 2.2 Change Management Requirements;	Venue requirement for training	Will the venue for training provided by the department?		Yes the Venue will be provided by the Department
111	Volume I Annexure 7	1	Display Size	18.5" TFT or more (4: 3 aspect ratio) LCD Monitor 1280 x 1024 resolution with 5 ms or better response time, **TCO 05** certified	ASPECT RATIO FOR WIDE MONITORS IS 16:9 AND NOT 4:3. RESOLUTION FOR THIS MONITOR WILL BE 1360*768		No change is required in the RFP
112	Volume I Annexure 7	1	Expansion Slot	Integrated Intel 82567LM Gigabit Network Connection	82578 DM. EQUIVALENT PROVIDED		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 3 for updated section

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113	Volume I Annexure 7	1	External I/O ports		WE CAN GIVE ONLY 1 PARALLEL PORT. CONFIRM WHETHER THEY REQUIRE DISPLAY PORT OR NOT? IF THEY REQUIRE WE HAVE TO GIVE AN ADDITIONAL GRAPHICS CARD FOR THE SAME. WE HAVE VGA PORT INTEGRATED AS PART OF MOTHERBOARD. IF THEY REQUIRE SERIAL PORT, WE MAY HAVE TO GIVE PCI BASED AS ADD ON CARD.		No change is required in the RFP
114	Volume I Annexure 7	1	**Form Factor**	Convertible Minitower	MATX OR TOWER		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 Serial No. 1, for updated section
115	Volume I Annexure 7	1	Form Factor	3 full height PCI, 1 full height PCI Express, 2full height PCI express x 16	WE CAN GIVE 2 PCI, 1 PCI X1 AND 1 PCI X 16.		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 3 for updated section
116	Volume I Annexure 7	1	Graphics Controller	Intel Graphics Media Accelerator 4500 integrated graphics	GMA 4500 IS A PART OF 4 SERIES. IN 5 SERIES GRAPHICS WILL BE INTEGRATED PART OF PROCESSOR		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 3 for updated section
117	Volume I Annexure 7	1	**Optical Drive**	SATA Super Multi light Scribe DVD Writer Drive	JUST MAKE IT SATA DVD WRITER. LIGHT SCRIBE IS HP PROPRIETARY.		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 3 for updated section
118	Volume I Annexure 7	1	Preload Software	Above configuration preloaded with OS (Latest version) with Odia Language packs, Office Suite with Odia Unicode fonts, Antivirus with all necessary plugins/ utilities and driver software	Odia LANGUAGE PACKS, OFFICE SUITE WITH Odia UNICODE FONTS NEEDS TO BE MANAGED REGIONALLY.		No change is required in the RFP
119	Volume I Annexure 7	1	Security Management	TPM 1.2 TPM Security chip (expect for Russia), TPM Pre-Boot Authentication (via BIOS), Smartcard Pre-Boot Authentication (via BIOS), Stringent Security(viaBIOS), SATA Port disablement (via BIOS), Serial, Parallel, USB Enable/ Disable (viaBIOS), Removable Media.	SMART CARD PRE BOOT AUTHENTICATION NOT POSSIBLE. WHAT DO U MEAN BY STRINGENT SECURITY? ONLY USB PORT CAN BE ENABLED/DISABLED. SERIAL AND PARALLEL PORT NOT POSSIBLE.		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 Serial No. 1, for updated section
120	Volume I Annexure 7	1	Annexure 7 Indicative Specifications: Client Side Computing Infrastructure	13. Management: Desktop Management Tool	Please elaborate on the kind of Desktop management functionalities required?		No change is required in the RFP
121	Volume I Annexure 7	1	Annexure-7 & Desktop Computer	Memory : 2GB DDR III @ 1066 Mhz or higher	MEMORY speed WILL BE 1333 MHz		No change is required in the RFP
122	Volume I Annexure 7	1	Certification		No quality certification is asked.It is suggested that mandate for certification should be present to ensure the proper quality of the product like : FCC, UL, Energy Star, DMI.		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 3 for updated section
123	Volume I Annexure 7	2	Clasue-3 and Section-1	Print Speed, Black	For **Network Multi-function Printer** industries standard Print speed is more than 20 PPM for saving time and better efficiency of printer. So we are requesting you to please considered Print Speed 21 PPM.		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 4 for updated section
124	Volume I Annexure 7	2	Sl No-01	Print Speed, Black	For Network Multi-function Printer industries standard Print speed is more than 20 PPM for saving time and better efficiency of printer. Request you to please consider print speed of 21 PPM.		Repeated, refer to Sr. no. 123
125	Volume I Annexure 7	3	Calsue-4 and Section-2	Print resolution, black	Technically Print Resolution should be either (600 x 600 dpi) or (1200 x1200 dpi). For better printing quality please considered print Resolution (1200 x 1200 dpi).		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 4 for updated section
126	Volume I Annexure 7	3	Clasue-3 and Section-22	Power consumption (standby)	Standard power consumption (standby) modes coming with more than 8 watts. So please considered **<=10 watts** as standard power consumption to qualify all OEM else no brand will qualify.		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 4 for updated section
127	Volume I Annexure 7	3	SL No-14 for Laser Jet Neywork Printer (Duplex)	Power consumption(standby)	Standard power consumption (standby) modes comes with more than 8 watts. So please considered <=10 watts as standard power consumption.		Repeated, refer to Sr. no. 126

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128	Volume I Annexure 7	3	Sl No-22 for MFP	Power consumption(standby)	Standard power consumption (standby) modes comes with more than 8 watts. As per best practices it is suggested to consider <=10 watts as standard power consumption.		Repeated, refer to Sr. no. 126
129	Volume I Annexure 7	3	SL No-22. for Laser Jet Network Printer (Duplex)	Print resolution, black	Technically print resolution should be either (600 x 600 dpi) or (1200 x1200 dpi). For better printing quality please consider print resolution (1200 x 1200 dpi).		Repeated, refer to Sr. no. 125
130	Volume I Annexure 7	4	16 Port Unmanaged Switch		Suggest to have SNMP v3 with basic static routing facility incorporated.	Since the number of locations are 579 and managing these switches will be difficult.	Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 8 for updated section
131	Volume I Annexure 7	4	5. Technical specifications for on-line ups (2kva) single phase input & single phase output	11 Battery Capacity 60 Minutes	Please clarify whether 60 minutes backup is required or 120 minute		It will be 120 min.Please refer to the Corrigendum 02 Clause 2.3 point 2 table 19 for updated section
132	Volume I Annexure 7	4	Annexure 7, Point No-7	BOM including 2 KVA UPS and 2KVA DG on diesel	2 KVA DG set is not available in Diesel while options are available in petrol. Kindly confirm requirement is on diesel or petrol		Please refer to theCorrigendum 02 Clause 1.5 Annexure 7 for updated specification
133	Volume I Annexure 7	4	Battery		To include make like Exide / Amara Raja / Numeric and VAH 4032 for proper rated battery		No change is required in the RFP
134	Volume I Annexure 7	4	Clasue-4 and Section-14	Power consumption (standby)	Standard power consumption (standby) modes coming with more than 8 watts. So please considered <=10 watts as standard power consumption to qualify all OEM else no brand will qualify.		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 4 & table 5 for updated section
135	Volume I Annexure 7	4	Efficiency (overall)	Efficiency 80 % or better on rated full load of 0.8			No change is required in the RFP
136	Volume I Annexure 7	4	Input Power Factor	0.9 or better at full output load leading to Unity	Request to change to 0.99 for better efficiency		No change is required in the RFP
137	Volume I Annexure 7	4	Isolation Transformer	Galvanic Isolation through Transformer	Requesting change to "Inbuilt input Galvanic Isolation Transformer"		No change is required in the RFP
138	Volume I Annexure 7	6	Annexure 7	UPS	Specs for 2 KVA UPS are provided. UPS for 5 and 10 KVA are also be asked (Vol 2 88). Kindly provide the specs for 5 &10 KVA UPS		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 6 for updated section
139	Volume I Annexure 7	6	Annexure 7	Portable Generator Set - 2 KVA	Type of fuel: High speed diesel - There is no OEM which manufactures 2 KVA DG sets with fuel type as high speed diesel. Kindly advise and request you to change it to Pertol run.		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 7 for updated section
140	Volume I Annexure 7	7	16 Port Unmanaged Switch		Any requirement of SFP ports in this switch ?		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 8 for updated section
141	Volume I Annexure 7	7	16 Port Unmanaged Switch	Performance mentioned as 3.2Gbps.	Please get it changed to 32Gbps with non-blocking architecture	It is very low even for the half-duplex mode.	Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 8 for updated section
142	Volume I Annexure 7	7	16 Port Unmanaged Switch	MAC Address Table - 4K	Please change the MAC address table to minimum 8K	MAC addresses should be minimum 8K for the Gigabit switches	Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 8 for updated section
143	Volume I Annexure 7	7	16 Port Unmanaged Switch		L2 feature are not specified in the specifications asked. Please clarify.	Basic L2 features are mandatory for the switches	Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 8 for updated section
144	Volume I Annexure 7	7	7-16 Port Unmanaged Switch	Data Transfer Rates - Ethernet 10 Mbps and Fast Ethernet 100 Mbps	Giga Ethernet 1000Mbps	switch spec is very open and need some managed switches to manage it centrally	Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 8 for updated section
145	Volume I Annexure 7	7	7-16 Port Unmanaged Switch	Performance - Bandwidth 3.2 Gbps or above	32 Gbps or above		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 8 for updated section

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
146	Volume I Annexure 7	7	Annexure 7	Bandwidth: 3.2 Gbps or above	Please change the requirement to at least "32Gbps Switching Fabric". 3.2Gbps is too low for a Gigabit switch.		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 16 for updated section
147	Volume I Annexure 7	7	Annexure 7	The switch should have minimum 16 x 100/1000 Mbps Ports	16 port switch is not a standard model with many leading switch manufacturers, request you to please change this to 24 ports		No change is required in the RFP
148	Volume I Annexure 7	7	Annexure 7	UTP RJ-45 ports	What about uplink ports? Please include at least 2 Gigabit Fiber ports for future need of Fiber Uplinking		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 8 for updated section
149	Volume I Annexure 7	7	Environmental Humidity, Finger Print	Up to 90%	10-90%	Better one	No change is required in the RFP
150	Volume I Annexure 7	7	Glass Thickness, Finger Print	25mm	Request to Remove the line item	This is not a Generic Spec, Single Vendor Specific	Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 9 for updated section
151	Volume I Annexure 7	7	Optical /Film Coating, Finger Print	Hygroscopic	Request to Remove the line item	This is not a Generic Spec, Single Vendor Specific	Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 9 for updated section
152	Volume I Annexure 7	7	Prism Architecture, Finger Print	Dual Prism	Single Prism	This is not Generic Spec , Single Vendor Specific. Also Dual Prism is very very costly	Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 9 for updated section
153	Volume I Annexure 7	7	Scanning Time, Finger Print	0.01 sec	Also add 10 frames per sec	Better specifications	Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 9 for updated section
154	Volume I Annexure 7	7	Size of Window, Finger Print	18 mm X 22 mm	46mm X 46 mm	Better one that works for both flat dual finger and Roll Single Finger	Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 9 for updated section
155	Volume I Annexure 7	10	10 of 1	Expansion slots: 3 full-height PCI, 1 full-height PCI Express x1, 2 full-height PCI Express x16	Please confirm which slots are required. In Q57 Motherboard only below slots are available PCI - 2 PCI2 x1 - 1 PCIe x16 – 1		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 3 for updated section
156	Volume I Annexure 7	11	11 of 1	Network interface: Integrated Intel 82567LM Gigabit Network Connection	Network controllers come with various configurations. Please clarify if Integrated Intel Gigabit network connection is required or you can include Intel 82578D which is a industry wide best practise?		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 3 for updated section
157	Volume I Annexure 7	12	12 of 1	Power requirements: Input voltage 90 – 264 / 100 – 240 VAC, 50/60 Hz, 47 – 63 Hz, active PFC (85% High Efficiency)	As per industry standards it should be 80% or higher. 85% is a very specific and request you to make 80% or higher		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 6 for updated section
158	Volume I Annexure 7	16	16 of 1	Security management: TPM 1.2 TPM Security Chip (except for Russia), TPM Pre-Boot Authentication (via BIOS), Smartcard Pre-boot Authentication (via BIOS) Stringent Security (via BIOS), SATA port disablement (via BIOS), Serial, Parallel, USB Enable/Disable (via BIOS), Removable Media	Please clarify the details. Please confirm what is smartcard preboot authentication and what is the use ?		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 3 for updated section
159	Volume I Annexure 7	19	19 of 1	Preloaded Software: Above configuration preloaded with OS (Latest Version) with Odia Language packs, Office Suite with Odia Unicode fonts, Antivirus with all necessary Plugins/ utilities and driver software including bundled in DVD Media. For the four desktops in each Police Station, One should have MS Office and other three should have open office preloaded.	Please confirm which OS is required ? Which flavour of office is required. (It is available in 2 flavours Microsoft Office Home and Business 2010 and Microsoft Office Professional 2010). Also let us know that which flavour of open Office is required.		Please refer to the RFP for the details. As mentioned, all the Desktops must be preloaded with latest Windows OS and out of 4 Desktops in PS, 1 should have Latest version of MS Office whereas open office should be there for rest of the Desktops in PS.

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
160	Volume I Annexure 7	76	Annexure 7	16 Port Unmanaged Switch	16 port switch is not a standard model with many leading switch manufacturers, request you to please change this to 24 ports. Unmanaged Switches are not manageable hence will reduce the SLA/Uptime. Request you to please consider changing the same to "Managed Switch"		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 table 8 for updated section
161	Volume I Annexure 8	2	Annexure-8 / 2 / 3	Attributes of Registers	Register for Marine Policing - it is not having any reference in Table 8,9 & 10 of volume 1. Please specify the volume of this Please specify approx characters per field		Registers related to registeration and investigation of Marine crime is to be digitized
162	Volume I Annexure 9	1	Annexure 9	Should be configured with 4 (Four) Processors with scalability upto 8 (Eight) Processors	Instead of scalability to 8 CPU – Hexacore i.e. 8 x 6 = 48 Core. Can we propose scalability to 4 CPU with 10 Cores in each CPU – ensuring that the overall scalability in terms of the number of cores is close. Hexa Core Xeon 7500 for 4 CPU / 8 CPU servers is going EOL & is being replaced by Westmere EX E7 which can support up to 10 cores		No change is required in the RFP
163	Volume I Annexure 9	1	Annexure 9	OS support: Microsoft® Windows Server 2003 / 2008, Enterprise Edition / Red Hat® Enterprise Linux 5 & 4 AP / SUSE® Linux Enterprise Server 9 / Solaris for x86	Please ammend this to "- OS support will be for latest Win 2008 & latest RHEL Version."		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 7 for updated section
164	Volume I Annexure 9	1	Annexure 9	Minimum 4 * 10GbE NIC Ports The NIC Ports should support FCoE & iSCSI 2 * 4 Gb/s FC-HBA Ports or more	FCoE is asked for, hence there is no requirement of HBA ports on the Server, please remove the same from the requirement.		No change is required in the RFP
165	Volume I Annexure 9	2	Annexure 9	Should have minimum 2 * 10Gbps NIC Ports Should have dual ported 4Gbps Fiber Channel HBA	FCoE is the future standard and has also been asked in the Rack servers. Can we offer FCoE instead of separate FC and Ethernet		No change is required in the RFP
166	Volume I Annexure 9	2	Annexure 9	Chassis should be 8U to 12U Rack-mountable	The size of the Chassis Varies from vendor to Vendor – we offer 6U Chassis.		No change is required in the RFP
167	Volume I Annexure 9	2	Annexure 9	OS Support: Microsoft® Windows Server 2003 / 2008, Enterprise Edition / Red Hat® Enterprise Linux 5 & 4 AP / SUSE® Linux Enterprise Server 9 / Solaris for x86	Support for Win 2008 & latest version of Linux / Solaris		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 7 for updated section
168	Volume I Annexure 9	2	Annexure 9	Blade enclosure should have provision to connect to display console /central console for local management like trouble shooting, configuration, system status / health display.	Why does Display Unit required, Can we offer Remote Embedded Management for the Solution?		No change is required in the RFP
169	Volume I Annexure 9	2	Annexure 9	Chassis should be configured with dual Redundant Ethernet network module with minimum of four 10 Gbps Uplink ports Chassis should have minimum of 8 I/O bays. Chassis should be configured with dual Redundant Hot-Swap 8GB Fibre Channel Modules with minimum of 6 x 8Gbps External uplink Ports and should provide no single point of failure.	Network Module / 8 I/O Bays / - Dual FC Modules – We support Converged Network Architecture with ToR Fabric Interconnect & 2 x Fabric Extender's within the Chassis/ Can we propose the solution?		No change is required in the RFP
170	Volume I Annexure 9	3	The Proposed SAN Array should be configured with minimum 4 x 4Gbps FC front end ports and scalable to 8 or more port in the same controller pair and at least 8 X 4 Gbps back end ports for accessing the Disk	Industry best practices recommend to have 2:1 ratio of front-end to backend. Hence we request you to please amend the specifications as requested.			No change is required in the RFP
171	Volume I Annexure 9	3	Annexure 9	Support heterogeneous environment: AMD, Xeon and RISC/EPIC CPU blades must be in same chassis with scope to run Win2003/2008 Server, Red Hat Linux / 64 Bit UNIX, Suse Linux / Solaris x86	Support for Xeon is possible on the same Blade. Please amend this point to Support AMD/Xeon Based Environment		No change is required in the RFP
172	Volume I Annexure 9	4	5-SAN Switch	All the SAN Switch components should be hot swappable	Please re-word as below:

The Power Supplies and FANs of the SAN Switch should be Hot Swappable | "All the Components" is a generic term. In general PSU & FANs are the components that need to be hot replaced | Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 10 for updated section |

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
173	Volume I Annexure 9	4	5-SAN Switch	All the SAN Switch components should be field replaceable units	Please re-word as below: The Power Supplies, FANs & Ports (SFPs) of the SAN Switch should be Field Replacable Units	"All the Components" is a generic term. Please specify these units which are the main hardware components that are field replaced	Repeated, refer to Sr. no. 172
174	Volume I Annexure 9	4	5-SAN Switch	Power supply and fan assembly should have different FRU	Please delete this point as the same is OEM specific	It is a feature of a particual OEM. While this feature gives a part granularity for the service provider, for the user it is immaterial whether the PSU & FAN replaced together or separately as long as the are replaced on-line	Repeated, refer to Sr. no. 172
175	Volume I Annexure 9	4	5-SAN Switch	The SAN Switch should support Virtual Fabrics feature	Please re-word as below: The SAN Switch Should Support Virtual Fabric / Advanced Zoning feature	Virtual Fabric is a OEM specific terminology	Repeated, refer to Sr. no. 172
176	Volume I Annexure 9	4	All the SAN Switch components should be field replaceable units	San Switch Point no "5"-All the SAN Switch components should be field replaceable units	Please re-word as below: The Power Supplies, FANs & Ports (SFPs) of the SAN Switch should be Field Replacable Units	"All the Components" is a generic term. Please specify these units which are the main hardware components that are field replaced	Repeated, refer to Sr. no. 172
177	Volume I Annexure 9	4	All the SAN Switch components should be hot swappable	San Switch Point no "5"-All the SAN Switch components should be hot swappable	Please re-word as below: The Power Supplies and FANs of the SAN Switch should be Hot Swappable	"All the Components" is a generic term. In general PSU & FANs are the components that need to be hot replaced	Repeated, refer to Sr. no. 172
178	Volume I Annexure 9	4	Annexure 9	All the ports should operate at min 4Gbps in a nonblocking backplane	The standard is 8 Gbps today hence the same should be increased to 8 Gbps full duplex.		No change is required in the RFP
179	Volume I Annexure 9	4	Annexure 9	All 24 ports should be concurrently active	FCoE is the future standard and has also been asked in the Rack servers. Hence request that the SAN switch specs changed to should therefore support both FC and FCoE on all the 24 ports		No change is required in the RFP
180	Volume I Annexure 9	4	Annexure 9	All 24 ports should be concurrently active	Please clarify if SAN switch needs to have minimum 24 Nos of 4 Gbps FC Ports ?		Yes, min 4Gbps in nonblocking mode
181	Volume I Annexure 9	4	Annexure 9	The SAN switch should have adequate populated ports to cater for the redundancy in connectivity from any other equipment	It is highly recommended that SAN switch should have future upgradability to accommodate more no of ports . As a suggestion it is requested to ask for minimum 24 Nos of 4 Gbps FC Ports in the SAN Switch and upgradable to 48 Nos of FC ports without changing the hardware in future		No change is required in the RFP
182	Volume I Annexure 9	4	Annexure 9 - SAN Switch	Setting of the port speed to 4Gbps or 8Gbps from the lower speed should not impact the other ports in the same port blade.	Please clarify if you require the SAN switch to be upgradable from 4 Gbps to 8 Gbps FC speed without changing the hardware in future?		No; No Change is required in the RFP
183	Volume I Annexure 9	4	Annexure 9 - SAN Switch	The SAN switch should provide for redundant hot swappable cooling subsystems	Please clarify if you require SAN switch to also have redundant Power supplies?		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 10 for updated section
184	Volume I Annexure 9	4	Annexure 9 - SAN Switch	The SAN Switch should have proactive fault detection to avoid any hot-spots in the fabric.	Please clarify if you require the SAN switch to have "Threshold based alerting" capability where the alert would go to the administrator once the threshold is being reached in SAN switch?. The word "Hot-Spot" could be a a way to define the above capability by a particular vendor		No change is required in the RFP

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
185	Volume I Annexure 9	4	Annexure 9 , SAN Switch	The SAN Switch should have alerting capability to avoid any hot-spots in the fabric.	Please clarify if you require the SAN switch to have "Threshold based alerting" capability where the alert would go to the administrator once the threshold is being reached in SAN switch?. The word "Hot-Spot" could be a a way to define the above capability by a particular vendor		No change is required in the RFP
186	Volume I Annexure 9	4	Annexure 9 , SAN Switch	Setting of the port speed to 4Gbps or 8Gbps from the lower speed should not impact the other ports in the same port blade.	Since the SAN Switches cme with autosensing ports of 1/2/4/8 Gbps FC therefore it is requested to remove this clause		No change is required in the RFP
187	Volume I Annexure 9	4	point 5	All the SAN Switch components should be hot swappable	Please re-word as below: **The Power Supplies and FANs of the SAN Switch should be Hot Swappable.** "All the Components" is a generic term. In general PSU & FANs are the components that need to be hot replaced		Repeated, refer to Sr. no. 172
188	Volume I Annexure 9	4	point 5	All the SAN Switch components should be field replaceable units	Please re-word as below: **The Power Supplies, FANs & Ports (SFPs) of the SAN Switch should be Field Replaceable Units.** "All the Components" is a generic term. Please specify these units which are the main hardware components that are field replaced		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 10 for updated section
189	Volume I Annexure 9	4	point 5	Power supply and fan assembly should have different FRU	Please delete this point as the same is OEM specific. It is a feature of a particular OEM. While this feature gives a part granularity for the service provider, for the user it is immaterial whether the PSU & FAN replaced together or separately as long as the are replaced on-line		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 10 for updated section
190	Volume I Annexure 9	4	point 8	The SAN Switch should support Virtual Fabrics feature	Please re-word as below: **The SAN Switch Should Support Virtual Fabric / Advanced Zoning feature.** Virtual Fabric is a OEM specific terminology		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 10 for updated section
191	Volume I Annexure 9	4	Power supply and fan assembly should have different FRU	San Switch Point no "5"-0Power supply and fan assembly should have different FRU	Please delete this point as the same is OEM specific	It is a feature of a particular OEM. While this feature gives a part granularity for the service provider, for the user it is immaterial whether the PSU & FAN replaced together or separately as long as the are replaced on-line	Repeated, refer to Sr. no. 172
192	Volume I Annexure 9	4	SAN Switch, Point no. 5	All the SAN Switch components should be hot swappable	Please re-word as below: The Power Supplies and FANs of the SAN Switch should be Hot Swappable	"All the Components" is a generic term. In general PSU & FANs are the components that need to be hot replaced	Repeated, refer to Sr. no. 172
193	Volume I Annexure 9	4	SAN Switch, point no. 5	All the SAN Switch components should be field replaceable units	Please re-word as below: The Power Supplies, FANs & Ports (SFPs) of the SAN Switch should be Field Replacable Units	"All the Components" is a generic term. Please specify these units which are the main hardware components that are field replaced	Repeated, refer to Sr. no. 172

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194	Volume I Annexure 9	4	SAN Switch, Point no. 5	Power supply and fan assembly should have different FRU	Please delete this point as the same is OEM specific	It is a feature of a particlual OEM. While this feature gives a part granularity for the service provider, for the user it is immaterial whether the PSU & FAN replaced together or separately as long as the are replaced on-line	Repeated, refer to Sr. no. 172
195	Volume I Annexure 9	4	SAN Switch, Point no. 5	The SAN Switch should support Virtual Fabrics feature	Please re-word as below: The SAN Switch Should Support Virtual Fabric / Advanced Zoning feature	Virtual Fabric is a OEM specific terminology	Repeated, refer to Sr. no. 172
196	Volume I Annexure 9	4	The SAN Switch should support Virtual Fabrics feature	San Switch Point no "5"-The SAN Switch should support Virtual Fabrics feature	Please re-word as below: The SAN Switch Should Support Virtual Fabric / Advanced Zoning feature	Virtual Fabric is a OEM specific terminology	Repeated, refer to Sr. no. 172
197	Volume I Annexure 9	4		All the SAN Switch components should be hot swappable	"All the Components" is a generic	Please re-word as below:The Power Supplies and FANs of the SAN Switch should be Hot Swappable	Repeated, refer to Sr. no. 172
198	Volume I Annexure 9	4		All the SAN Switch components should be field replaceable units	"All the Components" is a generic term. Please specify these units which are the main hardware components that are field replaced	Please re-word as below:The Power Supplies, FANs & Ports (SFPs) of the SAN Switch should be Field Replacable Units	Repeated, refer to Sr. no. 172
199	Volume I Annexure 9	4		Power supply and fan assembly should have different FRU	It is a feature of a particular OEM.While this feature gives a part granularity for the service provider, for the user it is immaterial whether the PSU & FAN replaced together or separately as long as the are replaced on-line	Please delete this point as the same is OEM specific	Repeated, refer to Sr. no. 172
200	Volume I Annexure 9	4		The SAN Switch should support Virtual Fabrics feature	Virtual Fabric is a OEM specific terminology	Please re-word as below:The SAN Switch Should Support Virtual Fabric / Advanced Zoning feature	Repeated, refer to Sr. no. 172
201	Volume I Annexure 9	5	7. Server Load Balancer	Should provide minimum 1Gbps server-side hardware based http compression	Should provide minimum 1Gbps server-side hardware or software based http compression	The appliances are multi core and high performance system. Request to include option for the load baalncer to have hardware and software based compression. The compression is not high respource intensive compated to ssl offlaoding hence it is important to have ssl card than compression card	Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 11 for updated section
202	Volume I Annexure 9	5	7. Server Load Balancer	New spec	Should provide minimum hardware based SSL offloading	The SSL offloading process is 10 times heavier than web compression hence for site performance it is recommanded to have ssl card for ssl ofloading and make te site encrytion performance good for internet users	Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 11 for updated section
203	Volume I Annexure 9	5	7. Server Load Balancer	Should provide minimum 100 Mbps SSL throughput.	Should provide minimum 1 Gbps SSL throughput.	The appliance is 4 Gbps scalable with 1 Gbps compression hence 100 Mbps ssl offloading is too lees for the appliance. All OEM applaince has defaut 1 Gbps SSL throuhgput at no additional cost hence request to increase it to 1 Gbps	Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 11 for updated section

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
204	Volume I Annexure 9	5	7. Server Load Balancer	Should provide minimum 1Gbps server-side hardware based http compression	Should provide minimum 1Gbps server-side hardware or software based http compression	The appliances are multi core and high performance system. Request to include option for the load baalncer to have hardware and software based compression. The compression is not high respource intensive compated to ssl offlaoding hence it is important to have ssl card than compression card	Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 11 for updated section
205	Volume I Annexure 9	5	7. Server Load Balancer	New spec	Should provide minimum hardware based SSL offloading	The SSL offloading process is 10 times heavier than web compression hence for site performance it is recommanded to have ssl card for ssl ofloading and make te site encrytion performance good for internet users	Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 11 for updated section
206	Volume I Annexure 9	5	7. Server Load Balancer	Should provide minimum 100 Mbps SSL throughput.	Should provide minimum 1 Gbps SSL throughput.	The appliance is 4 Gbps scalable with 1 Gbps compression hence 100 Mbps ssl offloading is too lees for the appliance. All OEM applaince has defaut 1 Gbps SSL throuhgput at no additional cost hence request to increase it to 1 Gbps	Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 11 for updated section
207	Volume I Annexure 9	5	7. Server Load Balancer	Should support hardware based web compression	Should support hardware or software based based web compression for 1 Gbps	The appliances are multi core and high performance system. Request to include option for the load baalncer to have hardware as well as software based compression. The compression is not high respource intensive compated to ssl offlaoding hence it is important to have ssl card than compression card	Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 11 for updated section
208	Volume I Annexure 9	5	Annexure 9 – Server Load Balancer	Should have minimum 12 x 10/100/1000 BaseT Ports plus 4 x 1000Base-Lx Port.	Since 4 Nos of 10/100/1000 Mbps ports are sufficient enough to connect Load Balancer in Dual-Homed Mode , therefore it is requested to allow vendors to offer devices with 4 x 10/100/1000 Mbps ports.		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 11 for updated section
209	Volume I Annexure 9	5	Annexure 9 – Server Load Balancer	Should have minimum 8 GB RAM and upgrade-able	Please change this clause to minimum 8 GB RAM only. 8 GB RAM is more than sufficient for your current & future traffic requirement therefore it is requested to remove the requirement of upgradability		No change is required in the RFP
210	Volume I Annexure 9	5	Annexure 9 – Server Load Balancer	Should have non-blocking 24Gbps backplane	This clause is more suitable for LAN Switches and therefore should be removed from server load balancer requirement.		No change is required in the RFP
211	Volume I Annexure 9	5	Annexure 9 – Server Load Balancer	Should provide minimum 100 Mbps SSL throughput.	Looking at no of SSL TPS connections as asked in the tender, it is recommended that SSL minimum throughput should be 1 Gbps		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 11 for updated section
212	Volume I Annexure 9	5	Annexure 9 – Server Load Balancer	Should support Dynamic routing protocols like OSPF, RIP1, RIP2.	Kindly remove this clause as the routing would be done from L3 Switch or Router with in Datacenter. Server Load Balancer is an application Switch which does switching for L4-L7		No change is required in the RFP
213	Volume I Annexure 9	5	Annexure 9 – Server Load Balancer 1	Support minimum 2,000,000 Concurrent L4 TCP connections	Even 1000000 concurrent L4 TCP connections are more than sufficient considering one user opening some 5-10 TCP connections at a given time. Kindly reduce this to 1000000 concurrent L4 TCP Connections		No change is required in the RFP
214	Volume I Annexure 9	5	Annexure 9 , Volume 1- 5 – Server Load Balancer	Should provide minimum 1Gbps server-side hardware based http compression.	It is requested to include for upgradability of compression throughput to 2 Gbps which can fall in line with L7 throughput upgradability of 4 Gbps, which has been asked in the specifications		No change is required in the RFP

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
215	Volume I Annexure 9	5	Annexure 9– Server Load Balancer	Should provide minimum 5000 SSL TPS for SSL offloading scalable to 20,000 TPS for future requirement.	Even for 1 Gbps WAN bandwidth 6000 SSL TPS is more than sufficient considering following justification. Kindly reduce the upper limit to 7000 SSL TPS. As per Industry Practice the calculation of requirement of SSL TPS is based on the size and SSL Overhead alongwith the WAN bandwidth . For example for a size of 20K which is 20,000 Bytes or 160,000 bits. Eve if we add about 10% for SSL overhead then that will mean 176,000 bits. Take the example of a T1 line, at 1.5 Megabits per second. Divide 1,500,000 bits by 176,000 bits, and you get about 8.5. So in a T1 line, the maximum number of 8.5 TPS are sufficient without over-subscribing the line. T1: 8.5 TPS, 10 Mbps: 56.8 TPS, DS3 (45 Mbps): 255.7, 100 Mbps/Fast Ethernet: 568.1, OC3 (155 Mbps): 880.7, Gigabit Ethernet (1,00Mbps): 5681.8, Looking above , even for a gigabit ethernet bandwidth at WAN maximum SSL TPS is required as 6000.		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 11 for updated section
216	Volume I Annexure 9	5		Should support HTTP 1.1 protocol based caching			No Change is required in the RFP. This is already available in the specs.
217	Volume I Annexure 9	5		Should Support standard VRRP (RFC - 2338)	Please allow vendors to offer redundancy through the industry standard protocols which may not be VRRP but would provided equivalent functionality		VRRP is open standard protocol; however SI may quote alternate industry standard protocols with equivalent functionality.
218	Volume I Annexure 9	5		Support for Global Server Load Balancing Algorithms	It is highly recommended to have a separate dedicated global load balancer for following reasons.1) Security Issue - Having one device that does both SLB and GSLB is a bad security risk. (i) To support GSLB you must process DNS traffic or the client traffic will be black holed because there is no feedback information that a device has gone off-line or is overloaded. DNS is one of the most hacked protocols on the planet. So, when the SLB/GSLB device gets compromised, the attacker has access to both the internal and external devices. If a dedicated GSLB device (in Cisco's Architecture) gets compromised, all the attacker can get is external host name and external IP address (which are out on the internal, anyway). Therefore the internal critical network is saved from any attack.ii) It circumvents all the firewalls layers because it have to process the DNS traffic deep within the data center to get to the SLB/GSLB device. 2) Resource competition and starvation: Assigning a single device to support both SLB and GSLB will work initially but as the traffic grows you will see the processing of SLB traffic competing and possibly starving GSLB services or vice versa. Single device doing SLB and GSLB will have problems when you turn on extra features because they ask a single CPU to process all the services associated with both server load-balancing and global load balancing. Sooner or later the architecture will get changed by dedicating a device to GSLB and other devices to SLB because architecture will be required to scale to meet the traffic demands. 3) Increased management complexities - In a single device supporting both SLB and GSLB, the configuration file size increases because you have to support both GSLB and SLB configuration. This can lead to change management problems.		Security is always a first consideration for Devices planned to be on public/untrusted domain. As per SLA and automatic failover, SLB and GSLB should be tightly integrated. Keeping this in mind, SI may propose One device as well as separate device for SLB and GSLB.
219	Volume I Annexure 9	5		Should support DNS based redirection	Same as above		No change is required in the RFP
220	Volume I Annexure 9	5		Should support HTTP redirection	Same as above		No change is required in the RFP
221	Volume I Annexure 9	5		Should support VIP advertisement via Dynamic Routing	Same as Above		No change is required in the RFP

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222	Volume I Annexure 9	5		Should support RTSP Redirection	RTSP Redirection is vendor specific . Plese remove this		No change is required in the RFP
223	Volume I Annexure 9	6	7. Server Load Balancer	Should support hardware based web compression	Should support hardware or software based based web compression for 1 Gbps	The appliances are multi core and high performance system. Request to include option for the load baalncer to have hardware as well as software based compression. The compression is not high respource intensive compated to ssl offlaoding hence it is important to have ssl card than compression card	Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 11 for updated section
224	Volume I Annexure 9	6	Annexure 9	IPSEC 3DES Throughput of Up to 4 Gbps	Please change this to "IPSEC 3DES Throughput of Up to 3 Gbps". 4Gbps for this firewall is very high		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 12 for updated section
225	Volume I Annexure 9	6	Annexure 9	Concurrent Sessions of at least 1,400,000	Please change this to "Concurrent Sessions of at least 3,000,000".		No change is required in the RFP
226	Volume I Annexure 9	6	Annexure 9	IPSec VPN Peers of up to 2500	The Firewall should be able to handle more VPN Peers. Please change this to "IPSec VPN Peers of up to 8000"		No change is required in the RFP
227	Volume I Annexure 9	6	Annexure 9	Virtual Interfaces (VLANs) support for at least 2000 VLANs for forming Secure server Farms and DMZs	2000 VLANs for a firewall is very very high and should be changed to 1000 Vlans. Kindly append.		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 12 for updated section
228	Volume I Annexure 9	7	Firewall + IPS		Is the requirement for UTM box or individual appliances ?	Suggest to have indivdual appliances for the Datacenter setup	Please refer to the 9 of the Annexure 9 of the Vol I of the RFP
229	Volume I Annexure 9	7	Firewall + IPS	The firewall throughput asked for 20Gbps.	Request to reduce the performance to 4Gbps or above and change the other parameters accordingly	Other projects with higher number of locations and concurrent sessions are running with 4Gbps throughput.	Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 12 for updated section
230	Volume I Annexure 9	8	Annexure 9	Comprehensive OSPF & BGP dynamic routing services	Please change this to "IP Routing with RIP and OSPF Support" ... BGP is not supported in many OEM Firewalls, Firewalls are not meant to do advanced routing, as there are routers for the fearure support.		As Routers are not procured as part of this RFP, BGP should be supported by the fireawall proposed. However, SI may choose to propose firewall, which may not support BGP from first day, but BGP should be supported at later date as and when desired by the Purchaser.
231	Volume I Annexure 9	12	Annexure-9 Centralized Infrastructure Specifications	Software Distribution It should be possible to store images of the servers and desktops and restore images from the image server. It should distribute the image to the desktops/Servers by using the booting from image floppies.	Suggestion : Remove floppies		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 15 for updated section

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
232	Volume I Annexure 9	12	10-EMD	At the time of deployment, Government may choose to source some of these components e.g. EMS from the shared infrastructure available at the SDC / DR. In this case, SI shall procure the additional licenses of the current EMS tool in the Data Center and Disaster Recovery Center and configure the EMS tool to monitor / manage the entire enterprise wide application, infrastructure and network related components commissioned by the SI. The SI shall also deploy a backup software to periodically backup all data and software.	Please re-word te clause as below: At the time of deployment, Government may choose any EMS that can be integrated with the EMS available at the SDC / DR. In this case, SI shall configure the EMS tool to monitor / manage the entire enterprise wide application, infrastructure and network related components commissioned by the SI. The SI shall also deploy a backup software to periodically backup all data and software.	-- Using existing vendor EMS is making the statement Vendor Specific, please change it -- Accountability issues in case of using existing EMS from SDC to manage/monitor so there must be a dedicated EMS which will have seamless integration with the existing /any EMS -- Service Level Agreement(SLA) monitoring issues in case of using existing EMS i.e. who will be responsible to ensure SLA's (SI or existing team SDC team) -- To keep it open, SI can choose any EMS/NMS Solution which should have seamless integration capabilities with third party EMS/NMS and serve the management of critical infrastructure of CCTNS project -- to keep CCTNS Confidential Information intact applications/infrastructure for CCTNS to be monitored for performance and response time should be managed separately in conjunction to integrated capabilities(in case of any common component)	No Change is required in the RFP. This is only a provision Government has kept, however Government may also choose to go for the EMS/NMS solution proposed by the SI. Please also note this provision is also applicable for other components mentioned in this section.
233	Volume I Annexure 9	12	10-EMS	**Software Distribution** It should be possible to store images of the servers and desktops and restore images from the image server. It should distribute the image to the desktops/Servers by using the booting from image floppies.	Remove floppies	are we still using floppies? In this case we afre not automating Software Distribution process.	Repeated, refer sr. no. 231
234	Volume I Annexure 9	12	9. Back-up Software The backup software should be capable of doing full, incremental, differential, and variable block based deduplicated backups. The software should also be capable of offering deduplicated tape outs.		Deduplicated tape out functionality is single vendor specific, also dedupe data on tape will have additional overhead while restoring the backed up data. Suggest to amend the clause as "The backup software should be capable of doing full, incremental, differential, and variable block based deduplicated backups."		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 15 for updated section
235	Volume I Annexure 9	12	9. Back-up Software The backup software should be capable of doing full, incremental, differential, and variable block based deduplicated backups. The software should also be capable of offering deduplicated tape outs.		Deduplicated tape out functionality is single vendor specific, also deduplicated data on tape will have additional overhead while restoring the backed up data. Suggest to amend the clause as "The backup software should be capable of doing full, incremental, differential, and variable block based deduplicated backups."		Repeated, refer sr. no. 234

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
236	Volume I Annexure 9	12	Annexure-9 Centralized Infrastructure Specifications	**Software Distribution** It should be possible to store images of the servers and desktops and restore images from the image server. It should distribute the image to the desktops/Servers by using the booting from image floppies.	Remove floppies	are we still using floppies? In this case we afre not automating Software Distribution process.	Repeated, refer sr. no. 231
237	Volume I Annexure 9	12	Annexure-9 (Centralized Infrastructure Specifications)	9 Backup Software / The backup software should be capable of doing full, incremental, differential, and variable block based deduplicated backups. The software should also be capable of offering deduplicated tape outs.	Deduplicated tape out functionality is single vendor specific, also dedupe data on tape will have additional overhead while restoring the backed up data. Suggest to amend the clause as "The backup software should be capable of doing full, incremental, differential, and variable block based deduplicated backups."		Repeated, refer sr. no. 234
238	Volume I Annexure 9	12	Annexure-9 Volume-1 Centralized Infrastructure Specifications.pdf	**Software Distribution** It should be possible to store images of the servers and desktops and restore images from the image server. It should distribute the image to the desktops/Servers by using the booting from image floppies.	Remove floppies	are we still using floppies? In this case we afre not automating Software Distribution process.	Repeated, refer sr. no. 231
239	Volume I Annexure 9	12	Annexure-9 Volume-1 Centralized Infrastructure Specifications.pdf point no. 12	**Software Distribution** It should be possible to store images of the servers and desktops and restore images from the image server. It should distribute the image to the desktops/Servers by using the booting from image floppies.	Remove floppies	are we still using floppies? In this case we afre not automating Software Distribution process.	Repeated, refer sr. no. 231
240	Volume I Annexure 9	12	EMS, Point no. 48	At the time of deployment, Government may choose to source some of these components e.g. EMS from the shared infrastructure available at the SDC / DR. In this case, SI shall procure the additional licenses of the current EMS tool in the Data Center and Disaster Recovery Center and configure the EMS tool to monitor / manage the entire enterprise wide application, infrastructure and network related components commissioned by the SI. The SI shall also deploy a backup software to periodically backup all data and software.	Please re-word te clause as below: At the time of deployment, Government may choose any EMS that can be integrated with the EMS available at the SDC / DR. In this case, SI shall configure the EMS tool to monitor / manage the entire enterprise wide application, infrastructure and network related components commissioned by the SI. The SI shall also deploy a backup software to periodically backup all data and software.	-- Using existinng vendor EMS is making the statement Vendor Specific, please change it -- Accountability issues in case of using existing EMS from SDC to manage/monitor so there must be a dedicated EMS which will have seamless integration with the existing /any EMS -- Service Level Agreement(SLA) monitoring issues in case of using existing EMS i.e. who will be responsible to ensure SLA's (SI or existing team SDC team) -- To keep it open, SI can choose any EMS/NMS Solution which should have seamless integration capabilities with third party EMS/NMS and serve the management of critical infrastructure of CCTNS project -- to keep CCTNS Confidential Information intact applications/infrastructure for CCTNS to be monitored for performance and response time should be managed separately in conjunction to integrated capabilities(in case of any common component)	Repeated, refer Sr. no. 41

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
241	Volume I Annexure 9	14	Annexure-9 Centralized Infrastructure Specifications.pd	Helpdesk Management The proposed helpdesk solution must provide flexibility of logging, viewing, updating and closing incident manually via web interface. The web interface console would also offer power-users tips.	Please re-word the clause as below: The proposed helpdesk solution must provide flexibility of logging, viewing, updating and closing incident manually via web interface.		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 16 for updated section
242	Volume I Annexure 9	14	Annexure-9 Centralized Infrastructure Specifications.pdf	Helpdesk Management The proposed helpdesk solution must be capable of assigning call requests to techal staff manually as well as automatically based on predefined rules, and should support notification and escalation over email, web etc.	Please re-word te clause as below: The proposed helpdesk solution must be capable of assigning call requests to technical staff manually as well as automatically based on predefined rules, and should support notification and escalation over email, web etc.		Repeated, refer Sr. no. 241
243	Volume I Annexure 9	14	10-EMS	Helpdesk Management The proposed helpdesk solution must provide flexibility of logging, viewing, updating and closing incident manually via web interface. The web interface console would also offer power-users tips.	Please re-word te clause as below: The proposed helpdesk solution must provide flexibility of logging, viewing, updating and closing incident manually via web interface.	vendor specific	Repeated, refer Sr. no. 241
244	Volume I Annexure 9	14	10-EMS	Helpdesk Management The proposed helpdesk solution must support at least 8 ITILv3 processes like request management, problem management, configuration management and change order management with out-of-the-box templates for various ITIL service support processes. Bidder should provide ITIL v3 certification letter on at least 8 processes.	Please re-word te clause as below: The proposed helpdesk solution must support at least 8 ITILv3 processes like request management, problem management, configuration management and change management with out-of-the-box templates for various ITIL service support processes. Bidder should provide ITIL v3 certification from OGC (creator of ITIL) on at least 8 processes.	-- order is not an ITIL term -- ITIL certification must be from OGC (office of Govt. Commerce) - creator of ITIL	Repeated, refer Sr. no. 241
245	Volume I Annexure 9	14	10-EMS	Helpdesk Management The proposed helpdesk solution must be capable of assigning call requests to techal staff manually as well as automatically based on predefined rules, and should support notification and escalation over email, web etc.	Please re-word te clause as below: The proposed helpdesk solution must be capable of assigning call requests to technical staff manually as well as automatically based on predefined rules, and should support notification and escalation over email, web etc.	Typo error	Repeated, refer Sr. no. 241
246	Volume I Annexure 9	14	Annexure-9 Centralized Infrastructure Specification	Helpdesk Management The proposed helpdesk solution must be capable of assigning call requests to techal staff manually as well as automatically based on predefined rules, and should support notification and escalation over email, web etc.	Please re-word te clause as below: The proposed helpdesk solution must be capable of assigning call requests to technical staff manually as well as automatically based on predefined rules, and should support notification and escalation over email, web etc.	Typo error	Repeated, refer Sr. no. 241
247	Volume I Annexure 9	14	Annexure-9 Centralized Infrastructure Specifications	Helpdesk Management The proposed helpdesk solution must provide flexibility of logging, viewing, updating and closing incident manually via web interface. The web interface console would also offer power-users tips.	Please re-word te clause as below: The proposed helpdesk solution must provide flexibility of logging, viewing, updating and closing incident manually via web interface.	vendor specific	Repeated, refer Sr. no. 241

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248	Volume I Annexure 9	14	Annexure-9 Centralized Infrastructure Specifications	**Helpdesk Management** The proposed helpdesk solution must support at least 8 ITILv3 processes like request management, problem management, configuration management and change order management with out-of-the-box templates for various ITIL service support processes. Bidder should provide ITIL v3 certification letter on at least 8 processes.	Please re-word te clause as below: The proposed helpdesk solution must support at least 8 ITILv3 processes like request management, problem management, configuration management and change management with out-of-the-box templates for various ITIL service support processes. Bidder should provide ITIL v3 certification from OGC (creator of ITIL) on at least 8 processes.	-- order is not an ITIL term -- ITIL certification must be from OGC (office of Govt. Commerce) - creator of ITIL	Repeated, refer Sr. no. 241
249	Volume I Annexure 9	14	Annexure-9 Centralized Infrastructure Specifications.pdf	Helpdesk Management The proposed helpdesk solution must support at least 8 ITILv3 processes like request management, problem management, configuration management and change order management with out-of-the-box templates for various ITIL service support processes. Bidder should provide ITIL v3 certification letter on at least 8 processes.	Please re-word the clause as below: The proposed help-desk solution must support at least 8 ITILv3 processes like request management, problem management, configuration management and change management with out-of-the-box templates for various ITIL service support processes. Bidder should provide ITIL v3 certification from OGC (creator of ITIL) on at least 8 processes.		Repeated, refer Sr. no. 241
250	Volume I Annexure 9	14	Annexure-9 Volume-1 Centralized Infrastructure Specifications.pdf	**Helpdesk Management** The proposed helpdesk solution must provide flexibility of logging, viewing, updating and closing incident manually via web interface. The web interface console would also offer power-users tips.	Please re-word te clause as below: The proposed helpdesk solution must provide flexibility of logging, viewing, updating and closing incident manually via web interface.	vendor specific	Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 16 for updated section
251	Volume I Annexure 9	14	Annexure-9 Volume-1 Centralized Infrastructure Specifications.pdf	**Helpdesk Management** The proposed helpdesk solution must support at least 8 ITILv3 processes like request management, problem management, configuration management and change order management with out-of-the-box templates for various ITIL service support processes. Bidder should provide ITIL v3 certification letter on at least 8 processes.	Please re-word te clause as below: The proposed helpdesk solution must support at least 8 ITILv3 processes like request management, problem management, configuration management and change management with out-of-the-box templates for various ITIL service support processes. Bidder should provide ITIL v3 certification from OGC (creator of ITIL) on at least 8 processes.	-- order is not an ITIL term -- ITIL certification must be from OGC (office of Govt. Commerce) - creator of ITIL	Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 16 for updated section
252	Volume I Annexure 9	14	Annexure-9 Volume-1 Centralized Infrastructure Specifications.pdf	**Helpdesk Management** The proposed helpdesk solution must be capable of assigning call requests to techal staff manually as well as automatically based on predefined rules, and should support notification and escalation over email, web etc.	Please re-word te clause as below: The proposed helpdesk solution must be capable of assigning call requests to technical staff manually as well as automatically based on predefined rules, and should support notification and escalation over email, web etc.	Typo error	Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 16 for updated section
253	Volume I Annexure 9	14	Annexure-9 Volume-1 Centralized Infrastructure Specifications.pdf point no. 14	**Helpdesk Management** The proposed helpdesk solution must provide flexibility of logging, viewing, updating and closing incident manually via web interface. The web interface console would also offer power-users tips.	Please re-word te clause as below: The proposed helpdesk solution must provide flexibility of logging, viewing, updating and closing incident manually via web interface.	vendor specific	Repeated, refer Sr. no. 241
254	Volume I Annexure 9	14	Annexure-9 Volume-1 Centralized Infrastructure Specifications.pdf point no. 14	**Helpdesk Management** The proposed helpdesk solution must be capable of assigning call requests to techal staff manually as well as automatically based on predefined rules, and should support notification and escalation over email, web etc.	Please re-word te clause as below: The proposed helpdesk solution must be capable of assigning call requests to technical staff manually as well as automatically based on predefined rules, and should support notification and escalation over email, web etc.	Typo error	Repeated, refer Sr. no. 241

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
255	Volume I Annexure 9	14	Annexure-9 Volume-1 Centralized Infrastructure Specifications.pdf, point no. 14	**Helpdesk Management** The proposed helpdesk solution must support at least 8 ITILv3 processes like request management, problem management, configuration management and change order management with out-of-the-box templates for various ITIL service support processes. Bidder should provide ITIL v3 certification letter on at least 8 processes.	Please re-word te clause as below: The proposed helpdesk solution must support at least 8 ITILv3 processes like request management, problem management, configuration management and change management with out-of-the-box templates for various ITIL service support processes. Bidder should provide ITIL v3 certification from OGC (creator of ITIL) on at least 8 processes.	-- order is not an ITIL term -- ITIL certification must be from OGC (office of Govt. Commerce) - creator of ITIL	Repeated, refer Sr. no. 241
256	Volume I Annexure 9	14	Genaral		Do you need an integrated Network Configuration Management capabilities built in into Network Fault Management engine?		Please refer to the Chapter 5 and Chapter 6 of RFP Vol I for the detail requirement and scope of SI
257	Volume I Annexure 9	14	General		As per best practices it is suggested that necessary servers required, server sizing, supported OS required should be recommended from EMS OEM based on latest industry standards, as part of EMS solution design. Please confirm?		No change is required in the RFP
258	Volume I Annexure 9	15	Annexure-9 Centralized Infrastructure Specifications.pdf	Application Performance Management System The proposed solution must proactively monitor 100%of real user transactions; detect failed transactions; gather evidence necessary for triage and diagnosis of problems that affect user experiences and prevent completion of critical business processes	Please re-word te clause as below: The proposed solution must proactively detect business critical transactions from various locations before it affects the real users; gather evidence necessary for triage and diagnosis of problems that affect user experiences and prevent completion of critical business processes		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 16 for updated section
259	Volume I Annexure 9	15	10-EMS	**Application Performance Management System** The proposed solution must proactively monitor 100%of real user transactions; detect failed transactions; gather evidence necessary for triage and diagnosis of problems that affect user experiences and prevent completion of critical business processes	Please re-word te clause as below: The proposed solution must proactively detect business critical transactions from various locations before it affects the real users; gather evidence necessary for triage and diagnosis of problems that affect user experiences and prevent completion of critical business processes	Proactive end users monitoring for better control and low MTTR	Repeated, refer Sr. no. 258
260	Volume I Annexure 9	15	Annexure-9 Volume-1 Centralized Infrastructure Specifications	**Application Performance Management System** The proposed solution must proactively monitor 100%of real user transactions; detect failed transactions; gather evidence necessary for triage and diagnosis of problems that affect user experiences and prevent completion of critical business processes	Please re-word te clause as below: The proposed solution must proactively detect business critical transactions from various locations before it affects the real users; gather evidence necessary for triage and diagnosis of problems that affect user experiences and prevent completion of critical business processes	Proactive end users monitoring for better control and low MTTR	Repeated, refer Sr. no. 258
261	Volume I Annexure 9	15	Annexure-9 Volume-1 Centralized Infrastructure Specifications.pdf	**Application Performance Management System** The proposed solution must proactively monitor 100%of real user transactions; detect failed transactions; gather evidence necessary for triage and diagnosis of problems that affect user experiences and prevent completion of critical business processes	Please re-word te clause as below: The proposed solution must proactively detect business critical transactions from various locations before it affects the real users; gather evidence necessary for triage and diagnosis of problems that affect user experiences and prevent completion of critical business processes	Proactive end users monitoring for better control and low MTTR	Repeated, refer Sr. no. 258
262	Volume I Annexure 9	15	Annexure-9 Volume-1 Centralized Infrastructure Specifications.pdf point no. 15	**Application Performance Management System** The proposed solution must proactively monitor 100%of real user transactions; detect failed transactions; gather evidence necessary for triage and diagnosis of problems that affect user experiences and prevent completion of critical business processes	Please re-word te clause as below: The proposed solution must proactively detect business critical transactions from various locations before it affects the real users; gather evidence necessary for triage and diagnosis of problems that affect user experiences and prevent completion of critical business processes	Proactive end users monitoring for better control and low MTTR	Repeated, refer Sr. no. 258

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
263	Volume I Annexure 9	15	Helpdesk Management	The proposed helpdesk solution must integrate tightly with the Knowledge tools and CMDB and should be accessible from the same login window.	As per the infrastructure details mentioned in RFP, the assets quantities will not be too high so CMDB may not require in the solution. It is advice to remove CMDB from the specifications to remove overkilling.		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 16 for updated section
264	Volume I Annexure 9	15	Helpdesk Management	The proposed helpdesk solution must have an integrated CMDB for better configuration management & change management process.	As per the infrastructure details mentioned in RFP, the assets quantities will not be too high so CMDB may not require in the solution. It is advice to remove CMDB from the specifications to remove overkilling.		Repeated, refer Sr. no. 263
265	Volume I Annexure 9	15	Helpdesk Management	The proposed helpdesk solution must integrate tightly with the Knowledge tools and CMDB and should be accessible from the same login window.	As per the infrastructure details mentioned in RFP, the assets quantities will not be too high so CMDB may not be required in the solution. It is sugggested to remove CMDB from the specifications to remove overkilling.		Repeated, refer Sr. no. 263
266	Volume I Annexure 9	15	Helpdesk Management	The proposed helpdesk solution must have an integrated CMDB for better configuration management & change management process.	As per the infrastructure details mentioned in RFP, the assets quantities will not be too high so CMDB may not be require in the solution. It is adviced to remove CMDB from the specifications to remove overkilling.		Repeated, refer Sr. no. 263
267	Volume I Annexure 9	16	Annexure-9 Centralized Infrastructure Specifications.pdf	Identity Management Identity administration and provisioning — authorize, control and manage creation, modification and deletion of user identities and access to increase security and reduce administrative costs. Host-based access control — manage access to the organizations' IT assets such as systems, files, directories and databases, including centrally defining and distributing policies that control access. Web access management — secure Web content, regulate access and provide access to Web resources to provide centralized identity and access management. Single sign-on — provide secure and combined access to applications and databases supporting multiple forms of authentication including passwords, tokens and biometric authentication. Monitoring and auditing — ensures that all events and activities associated with identities and resources are monitored and tracked across the enterprise to allow auditors to know who created what identity and when, what the identity accessed, and when the identity was terminated.	Identity management must be a part of Security Management Solution and not of Enterprise Management System (EMS), Please remove it		Please refer to the Corrigendum 02 Clause 1.5 Annexure 7 point 16 for updated section

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
268	Volume I Annexure 9	16	Annexure-9 Centralized Infrastructure Specifications.pdf	Network Configuration Management The proposed Fault Management Solution must support integration with proposed help desk or trouble ticketing system in the following ways: Creates tickets when requested by Fault Management operators Automatically creates tickets based on alarm type Provides a link to directly launch a Service Desk view of a particular ticket created by alarm from within the Network Operation console. Helpdesk ticket number created for associated alarm should be visible inside Network Operation Console .It should be integrated in a way that Helpdesk incident can be launched once clicked on ticket number for associated alarm from with in Network Operation Console. The proposed network fault management system should attach an asset identifier when submitting a helpdesk ticket. In case the asset is not found in the helpdesk database, it should be automatically created prior to submitting the ticket. The proposed NMS should provide unified workflow .	These are basically integration capabilities of Fault management with Helpdesk Sytem and not of NCM (Network Configuration Management). Please make use of following specs for Network Configuration Management (NCM): • Proposed solution must reduce costs by automating time-consuming manual compliance checks and configuration tasks. • Proposed NCM solution must pass audit and compliance requirements easily with proactive policy enforcement and audit and compliance reports (ITIL, Cardholder Information Security Program, Health Insurance Portability and Accountability Act, Sarbanes-Oxley Act, Gramm-Leach-Bliley Act, and others). • Solution should improve network security by recognizing and fixing security vulnerabilities before they affect the network, using an integrated security alert service.		Please refer to the Corrigendum-02 Clause 1.5 Annexure 7 point 16 for updated section

269	Volume I Annexure 9	16	10EMS	**Network Configuration Management**
				□ The proposed Fault Management Solution must support integration with proposed help desk or trouble ticketing system in the following ways:
				    o Creates tickets when requested by Fault Management operators
				    o Automatically creates tickets based on alarm type
				    o Provides a link to directly launch a Service Desk view of a particular ticket created by alarm from within the Network Operation console.
				□ Helpdesk ticket number created for associated alarm should be visible inside Network Operation Console .It should be integrated in a way that Helpdesk incident can be launched once clicked on ticket number for associated alarm from with in Network Operation Console.
				□ The proposed network fault management system should attach an asset identifier when submitting a helpdesk ticket. In case the asset is not found in the helpdesk database, it should be automatically created prior to submitting the ticket.
				□ The proposed NMS should provide unified workflow .
					-- These are basically integration capabilities of Fault management with Helpdesk Sytem and not of NCM (Network Configuration Management). Please make use of following specs for Network Configuration Management (NCM):
					 • Proposed solution must reduce costs by automating time-consuming manual compliance checks and configuration tasks.
					• Proposed NCM solution must pass audit and compliance requirements easily with proactive policy enforcement and audit and compliance reports (ITIL, Cardholder Information Security Program, Health Insurance Portability and Accountability Act, Sarbanes-Oxley Act, Gramm-Leach-Bliley Act, and others).
					• Solution should improve network security by recognizing and fixing security vulnerabilities before they affect the network, using an integrated security alert service.
					• It must increase network stability and uptime by preventing the inconsistencies and misconfigurations that are at the root of most problems.
					• It should use process-powered automation to deliver application integrations, which deliver full IT lifecycle workflow automation, without scripting.
					• Support SNMPv3 and IPv6, including dual-stack IPv4 and IPv6 support. Solution must supports both of these technologies to provide flexibility in your protocol strategy and implementation.
					• Proposed NCM must uses automated software image management to deploy wide-scale image updates quickly with audit and roll-back capabilities.
					• Proposed Solution must manage virtual switch and virtual context environments to support new cloud computing and virtual network deployments.
						Given are not Network Cofiguration Management Specifications, its integration capabilities of Fault Management with helpdesk	Repeated, refer Sr. no. 268

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
270	Volume I Annexure 9	16	10-EMS	**Identity Management** ▫ Identity administration and provisioning — authorize, control and manage creation, modification and deletion of user identities and access to increase security and reduce administrative costs. ▫ Host-based access control — manage access to the organizations' IT assets such as systems, files, directories and databases, including centrally defining and distributing policies that control access. ▫ Web access management — secure Web content, regulate access and provide access to Web resources to provide centralized identity and access management. ▫ Single sign-on — provide secure and combined access to applications and databases supporting multiple forms of authentication including passwords, tokens and biometric authentication. ▫ Monitoring and auditing — ensures that all events and activities associated with identities and resources are monitored and tracked across the enterprise to allow auditors to know who created what identity and when, what the identity accessed, and when the identity was terminated.	Identity management must be a part of Security Management Solution and not of Enterrprise Management System (EMS), Pleae remove it	Identity management must be a part of Security Management Solution and not of Enterrprise Management System (EMS), Pleae remove it	Repeated, refer Sr. no. 267
271	Volume I Annexure 9	16	Annexure-9 Volume-1 Centralized Infrastructure Specifications	**Identity Management** ▫ Identity administration and provisioning — authorize, control and manage creation, modification and deletion of user identities and access to increase security and reduce administrative costs. ▫ Host-based access control — manage access to the organizations' IT assets such as systems, files, directories and databases, including centrally defining and distributing policies that control access. ▫ Web access management — secure Web content, regulate access and provide access to Web resources to provide centralized identity and access management. ▫ Single sign-on — provide secure and combined access to applications and databases supporting multiple forms of authentication including passwords, tokens and biometric authentication. ▫ Monitoring and auditing — ensures that all events and activities associated with identities and resources are monitored and tracked across the enterprise to allow auditors to know who created what identity and when, what the identity accessed, and when the identity was terminated.	Identity management must be a part of Security Management Solution and not of Enterrprise Management System (EMS), Pleae remove it	Identity management must be a part of Security Management Solution and not of Enterrprise Management System (EMS), Pleae remove it	Repeated, refer Sr. no. 267

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
272	Volume I Annexure 9	16	Annexure-9 Volume-1 Centralized Infrastructure Specifications	**Network Configuration Management** ▫ The proposed Fault Management Solution must support integration with proposed help desk or trouble ticketing system in the following ways: 　o Creates tickets when requested by Fault Management operators 　o Automatically creates tickets based on alarm type 　o Provides a link to directly launch a Service Desk view of a particular ticket created by alarm from within the Network Operation console. ▫ Helpdesk ticket number created for associated alarm should be visible inside Network Operation Console .It should be integrated in a way that Helpdesk incident can be launched once clicked on ticket number for associated alarm from with in Network Operation Console. ▫ The proposed network fault management system should attach an asset identifier when submitting a helpdesk ticket. In case the asset is not found in the helpdesk database, it should be automatically created prior to submitting the ticket. ▫ The proposed NMS should provide unified workflow .	-- These are basically integration capabilities of Fault management with Helpdesk Sytem and not of NCM (Network Configuration Management). Please make use of following specs for Network Configuration Management (NCM): • Proposed solution must reduce costs by automating time-consuming manual compliance checks and configuration tasks. • Proposed NCM solution must pass audit and compliance requirements easily with proactive policy enforcement and audit and compliance reports (ITIL, Cardholder Information Security Program, Health Insurance Portability and Accountability Act, Sarbanes-Oxley Act, Gramm-Leach-Bliley Act, and others). • Solution should improve network security by recognizing and fixing security vulnerabilities before they affect the network, using an integrated security alert service. • It must increase network stability and uptime by preventing the inconsistencies and misconfigurations that are at the root of most problems. • It should use process-powered automation to deliver application integrations, which deliver full IT lifecycle workflow automation, without scripting. • Support SNMPv3 and IPv6, including dual-stack IPv4 and IPv6 support. Solution must supports both of these technologies to provide flexibility in your protocol strategy and implementation. • Proposed NCM must uses automated software image management to deploy wide-scale image updates quickly with audit and roll-back capabilities. • Proposed Solution must manage virtual switch and virtual context environments to support new cloud computing and virtual network deployments.	Given are not Network Cofiguration Management Specifications, its integration capabilities of Fault Management with helpdesk	Repeated, refer Sr. no. 268
273	Volume I Annexure 9	16	Annexure-9 Volume-1 Centralized Infrastructure Specifications.pdf	**Identity Management** ▫ Identity administration and provisioning — authorize, control and manage creation, modification and deletion of user identities and access to increase security and reduce administrative costs. ▫ Host-based access control — manage access to the organizations' IT assets such as systems, files, directories and databases, including centrally defining and distributing policies that control access. ▫ Web access management — secure Web content, regulate access and provide access to Web resources to provide centralized identity and access management. ▫ Single sign-on — provide secure and combined access to applications and databases supporting multiple forms of authentication including passwords, tokens and biometric authentication. ▫ Monitoring and auditing — ensures that all events and activities associated with identities and resources are monitored and tracked across the enterprise to allow auditors to know who created what identity and when, what the identity accessed, and when the identity was terminated.	Identity management must be a part of Security Management Solution and not of Enterrprise Management System (EMS), Pleae remove it	Identity management must be a part of Security Management Solution and not of Enterrprise Management System (EMS), Pleae remove it	Repeated, refer Sr. no. 267

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
274	Volume I Annexure 9	16	Annexure-9 Volume-1 Centralized Infrastructure Specifications.pdf	**Network Configuration Management** ▫ The proposed Fault Management Solution must support integration with proposed help desk or trouble ticketing system in the following ways: 　o Creates tickets when requested by Fault Management operators 　o Automatically creates tickets based on alarm type 　o Provides a link to directly launch a Service Desk view of a particular ticket created by alarm from within the Network Operation console. ▫ Helpdesk ticket number created for associated alarm should be visible inside Network Operation Console .It should be integrated in a way that Helpdesk incident can be launched once clicked on ticket number for associated alarm from with in Network Operation Console. ▫ The proposed network fault management system should attach an asset identifier when submitting a helpdesk ticket. In case the asset is not found in the helpdesk database, it should be automatically created prior to submitting the ticket. ▫ The proposed NMS should provide unified workflow .	-- These are basically integration capabilities of Fault management with Helpdesk Sytem and not of NCM (Network Configuration Management). Please make use of following specs for Network Configuration Management (NCM): • Proposed solution must reduce costs by automating time-consuming manual compliance checks and configuration tasks. • Proposed NCM solution must pass audit and compliance requirements easily with proactive policy enforcement and audit and compliance reports (ITIL, Cardholder Information Security Program, Health Insurance Portability and Accountability Act, Sarbanes-Oxley Act, Gramm-Leach-Bliley Act, and others). • Solution should improve network security by recognizing and fixing security vulnerabilities before they affect the network, using an integrated security alert service. • It must increase network stability and uptime by preventing the inconsistencies and misconfigurations that are at the root of most problems. • It should use process-powered automation to deliver application integrations, which deliver full IT lifecycle workflow automation, without scripting. • Support SNMPv3 and IPv6, including dual-stack IPv4 and IPv6 support. Solution must supports both of these technologies to provide flexibility in your protocol strategy and implementation. • Proposed NCM must uses automated software image management to deploy wide-scale image updates quickly with audit and roll-back capabilities. • Proposed Solution must manage virtual switch and virtual context environments to support new cloud computing and virtual network deployments.	Given are not Network Cofiguration Management Specifications, its integration capabilities of Fault Management with helpdesk	Repeated, refer Sr. no. 268
275	Volume I Annexure 9	16	Annexure-9 Volume-1 Centralized Infrastructure Specifications.pdf point no. 16	**Identity Management** ▫ Identity administration and provisioning — authorize, control and manage creation, modification and deletion of user identities and access to increase security and reduce administrative costs. ▫ Host-based access control — manage access to the organizations' IT assets such as systems, files, directories and databases, including centrally defining and distributing policies that control access. ▫ Web access management — secure Web content, regulate access and provide access to Web resources to provide centralized identity and access management. ▫ Single sign-on — provide secure and combined access to applications and databases supporting multiple forms of authentication including passwords, tokens and biometric authentication. ▫ Monitoring and auditing — ensures that all events and activities associated with identities and resources are monitored and tracked across the enterprise to allow auditors to know who created what identity and when, what the identity accessed, and when the identity was terminated.	Identity management must be a part of Security Management Solution and not of Enterrprise Management System (EMS), Pleae remove it	Identity management must be a part of Security Management Solution and not of Enterrprise Management System (EMS), Pleae remove it	Repeated, refer Sr. no. 267

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification

276	Volume I Annexure 9	16	Annexure-9 Volume-1 Centralized Infrastructure Specifications.pdf point no. 16	**Network Configuration Management**
				□ The proposed Fault Management Solution must support integration with proposed help desk or trouble ticketing system in the following ways:
				  o Creates tickets when requested by Fault Management operators
				  o Automatically creates tickets based on alarm type
				  o Provides a link to directly launch a Service Desk view of a particular ticket created by alarm from within the Network Operation console.
				□ Helpdesk ticket number created for associated alarm should be visible inside Network Operation Console .It should be integrated in a way that Helpdesk incident can be launched once clicked on ticket number for associated alarm from with in Network Operation Console.
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					-- These are basically integration capabilities of Fault management with Helpdesk Sytem and not of NCM (Network Configuration Management).
					Please make use of following specs for Network Configuration Management (NCM):
					• Proposed solution must reduce costs by automating time-consuming manual compliance checks and configuration tasks.
					• Proposed NCM solution must pass audit and compliance requirements easily with proactive policy enforcement and audit and compliance reports (ITIL, Cardholder Information Security Program, Health Insurance Portability and Accountability Act, Sarbanes-Oxley Act, Gramm-Leach-Bliley Act, and others).
					• Solution should improve network security by recognizing and fixing security vulnerabilities before they affect the network, using an integrated security alert service.
					• It must increase network stability and uptime by preventing the inconsistencies and misconfigurations that are at the root of most problems.
					• It should use process-powered automation to deliver application integrations, which deliver full IT lifecycle workflow automation, without scripting.
					• Support SNMPv3 and IPv6, including dual-stack IPv4 and IPv6 support. Solution must supports both of these technologies to provide flexibility in your protocol strategy and implementation.
					• Proposed NCM must uses automated software image management to deploy wide-scale image updates quickly with audit and roll-back capabilities.
					• Proposed Solution must manage virtual switch and virtual context environments to support new cloud computing and virtual network deployments.
						Given are not Network Cofiguration Management Specifications, its integration capabilities of Fault Management with helpdesk	Repeated, refer Sr. no. 268

277	Volume I Annexure 9	16	Identity Management	Identity administration and provisioning — authorize, control and manage creation, modification and deletion of user identities and access to increase security and reduce administrative costs	Please provide the list of applications, user list so that appropriate adapters can be factored		Relevant details are provided in RFP Volume I and its annexure. In addition to that SI is advided to take the assumptions based on past experience and practical scenarios in Odisha
278	Volume I Annexure 9	16	Identity Management	Host-based access control — manage access to the organizations' IT assets such as systems, files, directories and databases, including centrally defining and distributing policies that control access.	Most functions of host-based access control can be done by Microsoft Active Directory in a Windows environment. Are there other environments like Unix, Linux, etc? If yes, please provide details like O.S., Processors, Linux/Unix kernel versions, etc		No change is required in the RFP
279	Volume I Annexure 9	16	Identity Management	Web access management — secure Web content, regulate access and provide access to Web resources to provide centralized identity and access management	Please provide the list of applications, user list so that appropriate adapters can be factored		Relevant details are provided in RFP Volume I and its annexure. In addition to that SI is advided to take the assumptions based on past experience and practical scenarios in Odisha
280	Volume I Annexure 9	16	Identity Management	Single sign-on — provide secure and combined access to applications and databases supporting multiple forms of authentication including passwords, tokens and biometric authentication.	1. Please provide the list of applications, user list so that solution can be created. 2. Also, let us know if single sign-on would be for thick client applications 3. Does CCTNS have existing directory of users? If yes, please provide details		Relevant details are provided in RFP Volume I and its annexure. In addition to that SI is advided to take the assumptions based on past experience and practical scenarios in Odisha

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
281	Volume I Annexure 9	16	Identity Management	Monitoring and auditing — ensures that all events and activities associated with identities and resources are monitored and tracked across the enterprise to allow auditors to know who created what identity and when, what the identity accessed, and when the identity was terminated.	Please elaborate if the monitoring and auditing is for the below: 1. Identity user creation, deletion, reconciliation, recertification, e-approvals, account management, etc 2. Do you need to monitor access to database and servers by priviliged users (like sysadmins, DBA, etc)? If yes, do let me know details on database (OEM Name, Version, Qty ,log details, etc), Servers(OEM Name, Version, Qty ,log details, etc) and any other custom application		Relevant details are provided in RFP Volume I and its annexure. In addition to that SI is advided to take the assumptions based on past experience and practical scenarios in Odisha
282	Volume I Annexure 9	16	Identity Management	Identity administration and provisioning — authorize, control and manage creation, modification and deletion of user identities and access to increase security and reduce administrative costs	Please provide the list of applications, user list so that appropriate adapters can be factored.		Repeated, refer Sr. no. 277
283	Volume I Annexure 9	16	Identity Management	Host-based access control — manage access to the organizations' IT assets such as systems, files, directories and databases, including centrally defining and distributing policies that control access.	Most functions of host-based access control can be done by Microsoft Active Directory in a Windows environment. Are there other environments like Unix, Linux, etc? If yes, please provide details like O.S., Processors, Linux/Unix kernel versions, etc		Repeated, refer Sr. no. 277
284	Volume I Annexure 9	16	Identity Management	Web access management — secure Web content, regulate access and provide access to Web resources to provide centralized identity and access management	Please provide the list of applications, user list so that appropriate adapters can be factored.		Repeated, refer Sr. no. 277
285	Volume I Annexure 9	16	Identity Management	Single sign-on — provide secure and combined access to applications and databases supporting multiple forms of authentication including passwords, tokens and biometric authentication.	1. Please provide the list of applications, user list so that solution can be created. 2. Also, let us know if single sign-on would be for thick client applications 3. Does CCTNS have existing directory of users? If yes, please provide details		Repeated, refer Sr. no. 277
286	Volume I Annexure 9	16	Identity Management	Monitoring and auditing — ensures that all events and activities associated with identities and resources are monitored and tracked across the enterprise to allow auditors to know who created what identity and when, what the identity accessed, and when the identity was terminated.	Please elaborate if the monitoring and auditing is for the below: 1. Identity user creation, deletion, reconciliation, recertification, e-approvals, account management, etc 2. Do you need to monitor access to database and servers by priviliged users (like sysadmins, DBA, etc)? If yes, do let me know details on database (OEM Name, Version, Qty ,log details, etc), Servers(OEM Name, Version, Qty ,log details, etc) and any other custom application		Repeated, refer Sr. no. 281
287	Volume I Annexure 9	16			• It must increase network stability and uptime by preventing the inconsistencies and misconfigurations that are at the root of most problems. • It should use process-powered automation to deliver application integrations, which deliver full IT lifecycle workflow automation, without scripting. • Support SNMPv3 and IPv6, including dual-stack IPv4 and IPv6 support. Solution must supports both of these technologies to provide flexibility in your protocol strategy and implementation. • Proposed NCM must uses automated software image management to deploy wide-scale image updates quickly with audit and roll-back capabilities. • Proposed Solution must manage virtual switch and virtual context environments to support new cloud computing and virtual network deployments.		Repeated, refer Sr. no. 268

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
288	Volume I Annexure 9		~ NA ~	~ Addition Request ~	Firewall appliances closely work with Server Load balancers to share secure access to servers in the critical zones. Hence we request you to insert a clause stating "The Server Load Balancer and the Firewall+IPS Appliances should be from the same hardware manufacturer.		No change is required in the RFP
289	Volume I Annexure 9			~ Addition Request ~	QoS parameters are not mentioned. Request you to add SRR (Shaped Round Robin), WTD (Weighted Tail Drop) etc for QOS		No change is required in the RFP
290	Volume I Annexure 9			~ Addition Request ~	NTP is required for tracking logs etc. Please include NTP (Network Time Protocol)		No change is required in the RFP
291	Volume I Annexure 9			~ Addition Request ~	Power Consumption for these switches are important, hence please include "Per port power consumption feature to specify maximum power setting on an individual port."		No change is required in the RFP
292	Volume I Annexure 9			~ Addition Request ~	Please include "Dynamic Trunking Protocol (DTP)"		No change is required in the RFP
293	Volume I Annexure 9			~ Addition Request ~	Please include "Automatic media-dependent interface crossover (MDIX)" so that similar devices can be connected on the switch with straight cable.		No change is required in the RFP
294	Volume I Annexure 9			~ Addition Request ~	Please include "Per-port broadcast, multicast, and unicast storm control"		No change is required in the RFP
295	Volume I Annexure 9			~ Addition Request ~	Please include "MAC Auth Bypass (MAB) for voice to allow third-party IP phones without an 802.1X supplicant to get authenticated using their MAC address"		No change is required in the RFP
296	Volume I Annexure 9			~ Addition Request ~	Please include spanning tree protocol features to avoid bridging loops "IEEE 802.1s/w Rapid Spanning Tree Protocol (RSTP) and Multiple Spanning Tree Protocol (MSTP), and Per-VLAN Rapid Spanning Tree (PVRST+)"		No change is required in the RFP
297	Volume I Annexure 9			~ Addition Request ~	The Switches should be ROHS 5 Compliant (Reduction of Hazardous Substances). Please include the feature.		No change is required in the RFP
298	Volume II	4		Bid Submission Date on 13th May'2011.	Request for extending the Submission Date by One week.		Please refer to the Corrigendum 01 Clause 2.1 Section 3 point 1 table 1
299	Volume II	6	General	Bid Date	We request you to kindly extend the Bid date to somewhere between 23rd to 30th May as other state CCTNS bid date & presentation dates are colliding with your state CCTNS bid date. Request your kind consideration.		Repeated, refer Sr. No. 298
300	Volume II	8	3.2.10 EMD and (a).	Bidders shall submit, along with their Bids, EMD of Rupees 2,50,000,00 only, in the form of a Demand Draft issued by the bank in favour of "DG & IG of Police, Odisha" payable at Cuttack of any nationalized bank and valid for 180 days from the due date of the tender. Bid security in any other form will not be accepted. This shall be submitted along with the format provided in the Annexure 6.4 as specified in this RFP.	We request you to change EMD format from DD to BG.		Please refer Corrigendum 01 Clause 2.1 Sedction 3 point 2
301	Volume II	8	3.2.10	DD of any nationalized bank and valid for 180 days from the due date of the tender	Please let us know if the Bid Security can be submitted in the form of Bank Guarantee.		Repeated, refer Sr. no. 300
302	Volume II	8	3.2.10 EMD	Bidders shall submit, along with their Bids, EMD of Rupees 2,50,000,00 only, in the form of a Demand Draft issued by the bank in favour of „DG & IG of Police, Odisha" payable at Cuttack of any nationalized bank and valid for 180 days from the due date of the tender.	Since the amount is very high, we would request you to allow us to submit the EMD in form of a Bank Guarantee from any Nationalized Bank.		Repeated, refer Sr. no. 300

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
303	Volume II	8	3.2.10-EMD	The EMD should be in the form of a Demand Draft only & valid for a period of 180 days from the date of BID opening	The EMD should be in the form of a Demand Draft or Bank Guarantee valid for 180 days from the date of BID opening	Apart from being a general practice in almost all big value tenders a Bank Guarantee i.l.o. Demand Draft reduces the interest loss incurred on account of a cash lock-in which the bidder invariably passes on to the cost of the bid.	Helpdesk support is the responsibility of SI.It may be Bhubaneshwar or Cuttack.Helpdesk tool should be provided by SI.
304	Volume II	8	Bid Security		We request you to pls accept Bid Security in the form of Bank Guarantee.		Repeated, refer Sr. no. 300
305	Volume II	8	EMD	Rs 2,50,00,000/- DD	Request for EMD in the form of Bank Guarantee.		Repeated, refer Sr. no. 300
306	Volume II	8	Point 3.2.10	EMD Rs. 2.50 Crores in the form of Demand Draft.	Requesting you to kindly allow bidder to submit EMD in the form of Bank Guarantee. Kindly also give us the format fo Bank Guarantee.		Repeated, refer Sr. no. 300
307	Volume II	9	3.2.10(e)(ii) Earnest Money Deposit (EMD)	Bid security forfeited-In case of a successful bidder, if the bidder fails to sign the contract in accordance with terms and conditions	Bidder proposes to clarify that inability of the parties to reach a mutual agreement on the applicable terms and conditions at the time of contract discussion will not be a ground for Customer to forfeit the bid security. The bid security may be forfeited in case of a successful bidder, if the bidder fails to sign the contract in accordance with mutually agreed terms and conditions.		No change is required in the RFP
308	Volume II	12	3.2.2 (c)(ii)	Prices and Price Information h) All costs incurred due to delay of any sort, shall be borne by the Bidder.	It is requested to modify the clause so that only the delay solely and directly attributable to bidder shall be borne by the Bidder.		Please refer to Corrigendum 02 Clause 1.4 Annexure 3 point 2
309	Volume II	14	3.3.5 Rights to the Content of the Proposal	All proposals and accompanying documentation of the Technical proposal-State Crime Record Bureau, Bhubaneswar shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.	Customer will keep HP's technical and commercial bid and all information contained therein as confidential.		Yes
310	Volume II	14	3.3.8 Disqualification	proposal is liable to be disqualified-The proposal is liable to be disqualified in the following cases or in case bidder fails to meet the bidding requirements as indicated in this RFP...	Bidder proposes to submit its bid with deviations to certain terms and conditions of the RFP. Bidder understands that upon award of the bid Bidder and Customer will discuss and negotiate in order to reach a mutual agreement on the scope of the work, timelines and the applicable terms and conditions and a written contract will be executed containing the mutually agreed terms and will be the governing document for this transaction.		No change is required in the RFP
311	Volume II	17	_	Consortium not allowed	We would request you to allow consortium	As this is a complex project with multiple domain expertise requirements, we would request you to allow consortium to enable the best-suited firms to deliver respective part of their expertise	No change is required in the RFP
312	Volume II	17	Clause 3.4.4.a - PreQualification Criteria	Bidders declared to be ineligible to participate in bidding during the last five financial years by any Odisha / Central Government for unsatisfactory….	For some time in 2008/09, we were barred by Department of IT, Government of Orissa; But the same was "revoked" vide Memo no 2078 dt 11 August 2009. In view of the same, can we be eligible to Bid in this tender		No change is required in the RFP

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
313	Volume II	17	Clause 3.4.4.c - PreQualification Criteria	Bidders declared by the Odisha government/Central Government as blacklisted during the last 5 years will be ineligible to participate in the bidding process.	We Request the Department to kindly relax the same and restrict the previously blacklisted Clause to Agencies black-listed by MHA of Government of India and Department of Police /SCRB of Government of Orissa		No change is required in the RFP
314	Volume II	17	Clause 3.4.4.g.IX- PreQualification Criteria	The bidder (System Integrator) must have been assessed and certified for CMMi Level 5. The certificate should be valid for at least a period of one year from the date of submission of the bid. Firms that were previously CMMi Level 5 and have applied for renewal for CMMi Level 5 are also eligible.	The Software component is less than 15% of the overall bid. Therefore why is such a high certification in software development required. Almost all States are going with CMMI level 3 as the prime certification - Punjab, Assam, Madhya Pradesh, Himachal Pradesh are examples of the same.		Please refer to the Corrigendum 01 Clause 2.1 Section 3 point 3 for updated section
315	Volume II	17	Sec 3.4.4 Pt. b	No Consortium allowed	Request for Consortium to be allowed Maximum 3 Members.	We have participated in several CCTNS project where consortium are allowed. Consortium is also a part of the NCRB Guidelines.	No change is required in the RFP
316	Volume II	17	Section 3.3.4,Point b	Consortiums are not allowed.	To make the bid competitive, consortium may be allowed as being allowed in CCTNS tenders of other States.		Repeated, refer Sr. no. 315
317	Volume II	17		• Only the bidders, who score above the minimum cut-off score in each of the sections AND score a total Technical score of 70 (seventy) or more, will qualify for the evaluation of their commercial bids. • Since the payments to the SI will be made over a period of over six years (a minimum of 12 months for the Implementation Phase followed by five years for Operations and Maintenance Services), the DCF method will be used to compare different payment terms, including advance payments and progressive stage payments to the SIs so as to bring them to a common denomination for determining lowest bidder. • Net Present Value (NPV) method will be used for evaluation of the Commercial Offer. Discounting rate of 9%. • The scores will be calculated as: $Bn = 0.3*Tn + (0.7)*(Cmin/Cb * 100)$	It is suggested that Quality cum cost based evaluation with 30:70 weightage to technical and commercial bids is considered		No change is required in the RFP
318	Volume II	18	_	The Bidder (System Integrator) should have net worth of not less than Rs. 30 Crores for each of the last three financial years (as Rs. 2 Crores on 31-03-2010).	Please make it clear.	please make it clear net worth is not less than 30 Crore or Rs. 2 Crores on 31-03-2010. For each of the last three financial years	Please refer to the Corrigendum 02 Clause 2.1 Section 3 point 2 (a) for updated section
319	Volume II	18	_	The bidder must have prior experience of working on at least 1 Software Services Project3 for Government of India, any of the Odisha government. The project must be worth at least Rs 2 Crores.	The bidder must have prior experience of working on at least 1 Software Services Project3 for Government of India. The project must be worth at least Rs 2 Crore	We request you to drop this clause. This would ensure wider participation and healthy competition and gives opportunity to deserving companies who have done work anywhere in India	Repeated, refer Sr. no.318

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
320	Volume II	18	_	The bidder (System Integrator) must have been assessed and certified for CMMi Level 5. The certificate should be valid for at least a period of one year from the date of submission of the bid. Firms that were previously CMMi Level 5 and have applied for renewal of CMMi Level 5 are also eligible	The bidder (System Integrator) must have been assessed and certified for CMMi Level 3. The certificate should be valid for at least a period of one year from the date of submission of the bid. Firms that were previously CMMi Level 3 and have applied for renewal for CMMi Level 3 are also eligible	We request you to change CMMi level 5 to CMMi level 3. As this is not an application development project. The core application has been already deveoped under NIC and it is provided to the shortlisted SI	Repeated, refer Sr. no. 314
321	Volume II	18	3.4.4	1. At least one of the 5 quoted projects should be an integrated turnkey project of a value of Rs. 40 Crores or above in including setting up and configuring the hardware (Servers, Desktop, Network Clients) and implementing software solution including Operating Systems,Infrastructure Management Software, RDBMS, establishment of LAN / WAN including Firewalls, IPS,PKI, etc. and providing life cycle support.	Request Orissa police department to kindly consider changing to " At least one of the 5 quoted projects should be an integrated turnkey project of a value of **Rs. 25 Crores** or above in including setting up and configuring the hardware (Servers,Desktop, Network Clients) and implementing software solution including Operating Systems,Infrastructure Management Software, RDBMS, establishment of LAN / WAN including Firewalls, IPS,PKI, etc. and providing life cycle support."		No change is required in the RFP
322	Volume II	18	3.4.4	The bidder must have prior experience of working on at least 1 Software Services Project3 for Government of India, any of the Odisha government. The project must be worth at least Rs 2 Crores.	We request Orissa police department to change and consider "Software Services Project3 for Government of India /any State Government / any of the department of Odisha government"		Repeated, refer Sr. no.318
323	Volume II	18	3.4.4	The bidder (System Integrator) must have been assessed and certified for CMMi Level 5. The certificate should be valid for at least a period of one year from the date of submission of the bid. Firms that were previously CMMi Level 5 and have applied for renewal for CMMi Level 5 are also eligible.	We request Orissa police department to change the requirement to CMMi Level 3		Repeated, refer Sr. no. 314
324	Volume II	18	3.4.4 {g(vii)}-Pre-Qualification Criteria	Bidder to have prior experience of working on atleast one S/W services project for Govt. of India, any of the Odisha govt. of atleast Rupees 2 Crores	Bidder to have prior experience of working on atleast one S/W services project for Govt. of India or any other state govt. in India of atleast Rupees 2 Crores	Since you have floated this national open bid it would be most appropriate and in the best interest of the organization to encourage maximum participation and allow bidders who have work experience of S/W services project of your desired value in any of the Indian state governements.	Please refer to the Corrigendum 02 Clause 2.1 Section 3 point 2 (b) for updated section
325	Volume II	18	3.4.4 Pre-Qualification Criteria	Bid Opening and Evaluation Process-The bidder must have prior experience of working on at least 1 Software Services Project3 for Government of India, any of the Odisha government. The project must be worth at least Rs 2 Crores.	Please confirm if the clause can be read as" The bidder must have prior experience of working on at least 1 software services project for government of India . The project must be worth of at least 2 crores."		Repeated, refer Sr. no. 324
326	Volume II	18	Clause 3.4.4	The bidder must have been certified for CMMi Level 5	CMMi Level 3 **OR** ISO 9001 or above are the optional specified criterial in Sikkim and Nagaland CCTNS		Repeated, refer Sr. no. 314

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
327	Volume II	18	Pt. V 1	1. At least one of the 5 quoted projects should be an integrated turnkey project of a value of Rs. 40 Crores or above in including setting up and configuring the hardware (Servers, Desktop, Network Clients) and implementing software solution including Operating Systems, Infrastructure Management Software, RDBMS, establishment of LAN / WAN including Firewalls, IPS, PKI, etc. and providing life cycle support.	Request for reducing the value of the project from 40 crores to 20 crores.	The project value asked in most of the CCTNS projects have been Rs. 20 crores.	Repeated, refer Sr. no. 321
328	Volume II	18	Pt.g ix	The bidder (System Integrator) must have been assessed and certified for CMMi Level 5. The certificate should be valid for at least a period of one year from the date of submission of the bid. Firms that were previously CMMi Level 5 and have applied for renewal for CMMi Level 5 are also eligible.	Request for make it to Cmmi level 3 either lead bidder or consortium partner.	There can be marks be alloted for both Cmmi level 5 and 3.	Repeated, refer Sr. no. 314
329	Volume II	18	Pt.g vii	The bidder must have prior experience of working on at least 1 Software Services Project3 for Government of India, any of the Odisha government. The project must be worth at least Rs 2 Crores.	Request to make it as lead Bidder/ Consortium Partner		Repeated, refer Sr. no. 315
330	Volume II	18	Pt.g viii	viii. The Bidder (System Integrator) must have at least 1000 full time IT professionals on its	Request to make it to 200 people.	In other CCTNS RFP of other states have asked for 200.	No change is required in the RFP
331	Volume II	18	Sec 3.4.4 Pt.g	(As 2 Crores on 31/3/2010)	Request for clarification on this point.		Repeated, refer Sr. no. 324
332	Volume II	18	Section 3.3.4,Notes:1 to 5	1. 'IT-projects' relates to projects involving IT Infrastructure procurement and commissioning, IT Application Customization, Integration with legacy systems, Deployment and Maintenance 2. 'e-Governance projects' is defined as 'deployment of IT systems for a state/central government in India. 3. 'Software Services Project' relates to projects involving development or deployment of a IT application and Maintenance of the same. 4. In respect of both 1 and 2 above, the respondent should have been directly responsible for the implementation of the projects. 5. For items such as data migration and capacity building, the bidder may work with a partner. The bidder, strictly, cannot sub-contract the core activities such as application development and roll-out of the application.	The requirement of implementation of core & Non core activities and the conditions as per Notes 1 to 5 may be met as a consortium. Please confirm.		Prime bidder is required to individually meet the Pre qualification criterion . Consortium is not allowed. Please refer the Pre-qualification Criterion.

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
333	Volume II	18	Section 3.3.4,Point g.iii	The Bidder (System Integrator), a single legal entity registered in India, should be a profitable vendor for the last three years and must have an annual turnover of not less than **Rs. 250 Crores** for each of the last three financial years (as on 31-03-2010).	Central PSU's may please be exempted for Profitability Clause.		No change is required in the RFP
334	Volume II	18	Section 3.3.4,Point g.iv	The Bidder (System Integrator) should have net worth of not less than **Rs. 30 Crores** for each of the last three financial years (as Rs. **2 Crores** on 31-03-2010)**.**	Central PSU's may please be exempted for Net worth clause.		No change is required in the RFP
335	Volume II	18	Section 3.3.4,Point g.xi	The bidder (System Integrator) must have been assessed and certified for **CMMi Level 5**. The certificate should be valid for at least a period of one year from the date of submission of the bid. Firms that were previously **CMMi Level 5** and have applied for renewal for **CMMi Level 5** are also eligible.	Bidder may be allowed to meet any one of the following condition (as allowed in CCTNS tenders of other states): i. The bidder must have been assessed and certified for CMMi Level 5. ii. The bidder must have been assessed and certified for ISO 9001 or above.		Repeated, refer Sr. no. 314
336	Volume II	18			CCMi level 5 certification has been asked for SI., We Kindly request you to accept ISO 9001:2008 certificate as it has been accepted in CCTNS tender of other States. We have also p[articipated in MP CCTNS with our ISO 9001:2008 certificate		Repeated, refer Sr. no. 314
337	Volume II	18			You had asked for turnover of Rs. 250 crore for the last 3 Financial years.We Kindly request to amend the same as average annual turnover of Rs 250 crore.		No change is required in the RFP
338	Volume II	18			You had asked for EMD of Rs 2.5 Crore in the from of DD. We kindly request to accept BG also for EMD for the same value.		Repeated, refer Sr. no. 300
339	Volume II	21	Technical Evaluation Scoring Matrix	Formats for Responses	No formats for exhibiting past bidder's experience for Technical Evaluation Scoring Matrix has been provided. Request you to provide the same.		No change is required in the RFP
340	Volume II	21	Technical Evaluation Scoring Matrix	Table 7 Technical Evaluation Scoring Matrix	Request you to please explain the scoring methodology.		The evaluation of the bids will be done by Technical Committee to be constituted by the state and the details in this regard will be decided by the Competent Authority in due course. Bidders are advised to propose the best possible resources and solutions (Corrigendum 02 Section 2.1 Section 3 point 3 for updated section)
341	Volume II	21		Proposed Team and Governance Structure	We understand that the bidder is expected to furnish only one sample CV for each of the profiles. Kindly confirm		CV should be submitted for each member of the team. Change in composition in the team, if any, can be considered only by the State Empowered Committee.
342	Volume II	28	3.4.8	EVALUATION OF COMMERCIAL BIDS The blended person month cost for 300 person months will be considered in the cash flows	Under section e. The price asked for is for which skill set? What will be the scope of work of these resources?		No Change is required in the RFP
343	Volume II	28	Evaluation of commercial bids	The blended person month cost for 300 person months will be considered in the cash flows in the first year.	What is blended person month cost? Kindly explain.		No change is required in the RFP.Relevant details have already been given in the RFP

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
344	Volume II	31		Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event NCRB may award the contract to the next best value bidder	Failure of the successful bidder to agree with the Terms & Conditions subject to suggested changes & Decencies of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Orissa Police may award the contract to the next best value bidder		No change is required in the RFP
345	Volume II	32	5.1	BG for 5 Crores valid for entire contract term	As stated in the tender the customer has asked for two BGs for the contract term. We request that only on of the PBGs to be asked as both are applicable for same contract period.		Only one BG for EMD and one PBG has to be submitted by the Bidder
346	Volume II	32	5.2	Liquidated Damages In the event of the Bidder's failure to submit the Bonds, Guarantees and Documents and supply the solution / equipment as per schedule specified in this RFP, State Crime Record Bureau, Bhuabaneswar may at its discretion withhold any payment until the completion of the contract. State Crime Record Bureau, Bhuabaneswar may also deduct from the Bidder as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed/undelivered services (as detailed in Volume I of this RFP) for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not more than 10% of the value of delayed services. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to State Crime Record Bureau, Bhuabaneswar under the contract and law.	Liquidated Damages is applicable for not meeting supplies. it is requested to be limited to only the delayed portion		No change is required in the RFP
347	Volume II	32	5.2	In the event of the Bidder's failure to submit the Bonds, Guarantees and Documents and supply the solution / equipment as per schedule specified in this RFP, State Crime Record Bureau, Bhuabaneswar may at its discretion withhold any payment until the completion of the contract.	We propose that in case of any defects the purchaser should give 30 days notice for rectification to the contractor stating the defect.		Rectification period of 90 Days has already been given.
348	Volume II	32	5.2	Liquidated Damages	Request that Liquidated damages shall be levied for delays that are solely and entirely attributable to Bidder and shall be limited to 0.5% of the value of delayed/ undelivered services, subject to maximum liquidated damages not exceeding 5% of the value of delayed/ undelivered services.		No Change is required in the RFP
349	Volume II	32	5.3	There are milestone based Payment Terms. Pls refer 'Payment Terms' worksheet. Payments to the SI are linked to the compliance with the SLA metrics.	As per the Payment Terms specified for implementation phase, the total of payments released is 105%. Kindly review and clarify.		Please refer to Corrigendum 02 Clause 2.2 Section 5 Table 17
350	Volume II	32	5.3	Payment Schedule and Milestones	Request that all payments shall be made within thirty (30) days of receipt of invoice from Bidder.		No change is required in the RFP
351	Volume II	32	5 PAYMENT TERMS AND SCHEDULE	Payment Terms and Schedule-A PBG of Rs 5 Crores of value of the contract would be furnished by the bidder in the form of a Bank Guarantee	HP propose to amend this clause as " A PBG of 5% of the value of the contract would ….		No change is required in the RFP

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
352	Volume II	32	5.2 Liquidated Damages	Liquidated Damages-In the event of the Bidder's failure to submit the Bonds, Guarantees and Documents and supply the solution / equipment as per schedule specified in this RFP, State Crime Record Bureau, Bhubaneswar may at its discretion withhold any payment until the completion of the contract.	Bidder proposes that invoicing and payments are linked to completion of milestones and acceptance of related deliverables by Customer. Hence, Customer should not withhold any payments that are due.		No change is required in the RFP
353	Volume II	32		5.3 Payment Schedules and Milestones-The successful bidder will sign a Service Level Agreement (SLA) with State Crime Record Bureau, Bhubaneswar covering all the required services.	Where is the SLA? we request that a limit of 5% of project value be specified		No change is required in the RFP. Terms of the SLA is already mentiond in Vol II of the RFP and serves as part of the overall contract, and there is no necessity of separate contract for SLA.
354	Volume II	34	5.3.1 point 2	Go-Live in the Phase requires Completion and Acceptance of the following activities in at least 85% of the Police Stations / Higher Offices in each of the Districts targeted under the Phase	How the delay or penalty not attributable to SI will be factored in while determining the completion of successful commissioning or acceptance completion? For example if there is delay or penalty solely attributable to BSNL components which is finally impacting the completion of acceptance testing, then how it would be factored in such calculation of acceptance completion or penalty calculation?		Please refer to Corrigendum 02 Clause 1.4 Annexure 3 point 2
355	Volume II	34	5.3.2	Milestones and payment Schedules for Operations and Maintenance Phase	Request to kindly consider "The payments during the Operations and Maintenance Phase will be made at the end of every three(3) months i.e quarterly payment"		No change is required in the RFP
356	Volume II	37	6.2 (3)	Non-Disclosure Agreement (NDA)	Request to insert further standard exclusions to confidential information as follows : a. Is obtained from another source without restriction. b. is required to be provided under any law, or process of law duly executed.		No change is required in the RFP
357	Volume II	38	6.2 (7)	Non-Disclosure Agreement (NDA)	Request that the confidentiality obligation of Bidder shall continue for a period of two (2) years from the date of disclosure of information. The parties agree that the obligations to maintain confidentiality shall reciprocally apply to all confidential information shared, made available or disclosed by Bidder to Purchaser (as a recipient) and the provisions stated herein shall apply mutatis mutandis to all confidential information of Bidder.		No change is required in the RFP
358	Volume II	40	6.4	Earnest Money Deposit	The Standard Bank Clause is not appearing in the format for Earnest Money Deposit. Request to insert the following paragraph towards the end of the Format: Notwithstanding anything contained hereinabove:a) Our liability under this Bank Guarantee shall not exceed and is restricted to Rs._____ (Rupees _____ only) This Guarantee shall remain in force up to and including _____.c) Unless the demand/claim under this guarantee is served upon us in writing before _____ all the rights of the Government under this guarantee shall stand automatically forfeited and we shall be relieved and discharged from all liabilities mentioned hereinabove.		No change is required in the RFP
359	Volume II	86	6.7.2 form 1 point 9 b	Blended Person Month Cost for 300 Person Months	Does ITEM 10 Operations and Maintenance Services cost not include the blended person Month cost for 300 person months		No change is required in the RFP

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360	Volume II	21-25	Section 3.3.6	Technical Evaluation Scoring Matrix	As per the evaluation matrix, the capabilities & resources of consortium may please be considered.		No change is required in the RFP
362	Volume II	84, 41, 40, 47, 49, 54, 60	6.7.1 Commercial Proposal Cover Letter 6.5 Bid Cover Letter 6.4 Earnest Money Deposit 6.6.6 Undertaking on Patent Rights 6.6.8 Non-Malicious Code Certificate 6.6.13 Undertaking on Provision of Support for Software 6.6.19 Undertaking on Continuous Improvement	Commercial Proposal Cover Letter Bid Cover Letter Earnest Money Deposit Undertaking on Patent Rights Non-Malicious Code Certificate Undertaking on Provision of Support for Software Undertaking on Continuous Improvement	a) "Commercial Proposal Cover Letter" & "Bid Cover Letter": We propose that we will provide hardware, software and services based on a mutually agreed Scope of Work document that will be annexed to the written contract. We have also proposed some suggestions to certain key terms of the RFP which will be discussed at the time of contract finalization. HP agrees for unconditional acceptance of all the mutually agreed terms and conditions set out in the RFP document. b) "Earnest Money Deposit": We propose that the Earnest Money Deposit will not be forfeited for inability of the parties to reach a mutual agreement on the applicable terms and conditions of the contract. c) "Undertaking on Patent Rights": We propose that this declaration will be restricted to HP branded products and services. If there is a third party claim against Orissa Police with respect to such products, HP will defend or settle such claim. HP's indemnity will be linked to payment of HP-negotiated settlement amounts or court awarded damages. d) "Non-Malicious Code Certificate: Non-Malicious Code Certificate as provided by OEM will be passed on to the Customer and can be directly enforced by the Customer against the OEM software vendor. e) "Undertaking on Provision of Support for Software": We propose that ATS/Warranty support as provided by the OEM will be passed on to Orissa Police. f) "Undertaking on Continuous Improvement": We propose that any improvement will be discussed and agreed through a change management process.		No change is required in the RFP
363	Volume III	20	2.7	BG for the Contract as a whole, valued at 10% of value of the Contract valid for the Operative Period of Contract			Please refer Corrigendum 02 Clause 3.1 Section 2 point 1 for updated section
364	Volume III	20	2.7. Performance Bank guarantee	Performance Bank guarantee	A PBG of 5% of the value of the contract would be furnished valid till the tenure of the contract.		Repeated, refer Sr. no. 363
365	Volume III	23	4.2 Invoicing and Settlement	Invoicing and Settlement-(a) The BUYER shall be invoiced by the SI within 30 (Thirty) days of achieving respective Payment Milestones for the Project. (d) In case of delay of more than 180 (One hundred and eighty) days in raising an invoice by the SI, the BUYER may not pay the SI for that part of the Services.	Payments to be made within 30 days from the date of Invoice. HP proposes to delete this clause.		No change is required in the RFP
366	Volume III	24	4.3	In the event of any increase or decrease of the rate of taxes due to any statutory notification/s during the term of the Contract, the consequential effect shall be to the account of SI.	We propose that the taxes and duties shall be applicable as on the date of billing. i.e. In case of any decrease/ increase in taxes or statutory duties or new taxes are introduced during the contract period the additional costs/ benefit should be on customer.		Please refer Corrigendum 02 Clause 3.2 Section 4 point 2 for updated section
367	Volume III	24	4.3	Payment of Tax/ Tax Considerations	Request that SI shall be responsible for payment of all other taxes, except service tax and value added taxes, which shall be paid at actuals by Buyer. Also, request that any increase or decrease in the rate of taxes, or introduction of new taxes shall be to the account of Buyer.		Repeated, refer Sr. no. 366

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
368	Volume III	24	4.4	Liquidated Damages	Request that Liquidated damages shall be levied for delays that are solely and entirely attributable to SI and shall be limited to 0.5% of the value of delayed/ undelivered services, subject to maximum liquidated damages not exceeding 5% of the value of delayed/ undelivered services.		No change is required in the RFP
369	Volume III	24	4.3. Payment of Tax / Tax Considerations	Payment of Tax / Tax Considerations-(c) In the event of any increase or decrease of the rate of taxes due to any statutory notification/s during the term of the Contract, the consequential effect shall be to the account of SI.	The impact of any increase/decrease or introduction of new tax rates will be borne by customer.		Repeated, refer Sr. no. 366
370	Volume III	24	4.3.c- Taxes	In the event of any increase or decrease of the rate of taxes due to any statutory notification/s during the term of the Contract, the consequential effect shall be to the account of SI.	Any change in tax structure or Statutory amendment subsequent to submission resulted into any change in taxes ,duties shall be borne by customer		Repeated, refer Sr. no. 366
371	Volume III	27	5.3	Warranties on the Supply and Services	Standard exceptions to warranty are not appearing in the RFP. Request to insert standard exceptions to warranty herein.		No change is required in the RFP
372	Volume III	29	5.7. Invoking Performance Guarantee	Invoking Performance Guarantee	HP proposes to increase the curing period before customer can invoke the PBG to 60 days.		No change is required in the RFP
373	Volume III	32	14.1.2. c	Payments during the Exit Management period shall be made in accordance with the Schedule VII.	Where is the payment schedule mentioned in Schedule VII for payments to be made during exit management period		Please refer to Volume 2 Payment Schedule.
374	Volume III	35	7.4. Parties Rights.	Parties Rights.-Effects of Termination	Bidder proposes that termination should only be for default. Bidder proposes addition of the following sentence – "Upon termination, Customer shall promptly pay the bidder for (i) all equipments, software licenses and services delivered and accepted by Customer; and (ii) all work in progress which Customer has agreed to pay, till the effective date of termination of the agreement."		No change is required in the RFP
375	Volume III	37	Dispute Resolution	Any dispute or difference whatsoever arising between the parties to this Contract out of or relating to the construction, meaning, scope, operation or effect of this Contract or the validity of the breach thereof shall be referred to a sole Arbitrator to be appointed by Client only. If the System Integrator cannot agree on the appointment of the Arbitrator within a period of one month from the notification by one party to the other of existence of such dispute, then the ultimate Arbitrator shall be Financial Commissioner & Principal Secretary to Government of Orissa, Home Department, Orissa. The provisions of the Arbitration and Conciliation Act, 1996 will be applicable and the award made there under shall be final and binding upon the parties hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications, Rules or re-enactments thereof. The Arbitration proceedings will be held at Bhuwaneshwar,Orissa, India. Any legal dispute will come under Orissa State jurisdiction.	If the dispute cannot be settled by mutual discussions within the thirty (30) day period, either party may refer the matter to a panel of three arbitrators. Each party shall choose one arbitrator, both of whom shall elect the third arbitrator who shall be the presiding arbitrator. The arbitration proceedings shall be held under the provisions of the Arbitration and Conciliation Act, 1996 or any of its subsequent amendments. The arbitration proceedings shall be in English and the venue of arbitration shall be at Bhuwaneshwar,Orissa, India		No change is required in the RFP

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376	Volume III	39	9.3. Consequence of Termination.	Consequence of Termination-Consequence of Termination.	Bidder proposes that termination should only be for default. Bidder proposes addition of the following sentence – "Upon termination, Customer shall promptly pay the bidder for (i) all equipments, software licenses and services delivered and accepted by Customer; and (ii) all work in progress which Customer has agreed to pay, till the effective date of termination of the agreement."		No change is required in the RFP
377	Volume III	39	termination	On termination of this Agreement for any reason, the CLIENT will decide the appropriate course of action including the option of re-tender the remaining work at the Risk & Cost of the SI under this project	This clause is too open & Wide –Bidder request deletion of this clause,Bidder request Risk purchase should be limited to 10% of the undelivered value		No change is required in the RFP
378	Volume III	40	9.4.1 a	Termination during Design and Development Stage:	Does SI get paid for any balance payment left for the assets deployed before the date of termination?		Please refer Corrigendum 02 Clause 3.4 Section 9 point 1 for updated section
379	Volume III	45	13.3 a	All the Project Assets shall be transferred to the BUYER on the Go-Live coming into effect or as per ARTICLE 9 of this Contract, in case of termination of the Contract prior to Go-Live, without any liabilities.In case certain payments are pending for the assets, third party contracts, third party software etc to be transferred in favour of the BUYER, then the SI will make all the required payments pursuant and prior to such transfer.	Does it mean that BUYER will own the title of the asset post go live?		Yes
380	Volume III	47	14.1 (b)	Intellectual Property	Request that, with respect to license to use SI's Pre-Existing Works, the license shall not authorizes BUYER to (a) separate SI's Pre-Existing Works from the deliverable in which they are incorporated for creating a stand alone product for marketing to others; (b) independently lease, exchange, mortgage, pledge, license, sub license, assign or in any other way convey, transfer or alienate the SI's Pre-Existing Works in favour of any person (either for commercial consideration or not (including by way of transmission), and/or (c) except as specifically and to the extent permitted by the SI, reverse compile or in any other way arrive at or attempt to arrive at the source code of the SI's Pre-Existing Works.		No change is required in the RFP
381	Volume III	47	14.1 (c)	Intellectual Property	Request to modify the provision as follows: The BUYER will own the copyright in all deliverables materials created specifically and exclusively for BUYER under this contract by SI.		No change is required in the RFP
382	Volume III	48	14.2 (a)	Infringement of Intellectual Property Rights	The provision is incomplete and does not have standard exceptions to indemnity for infringement of third party IPR. Request to insert the standard exclusions to indemnity for infringement of third party IPR. Further, BUYER shall defend, indemnify and hold harmless the SI from and against any third party suit, proceedings damages, judgments, cost and expenses (including reasonable attorney fees) relating to any infringement claim by a third party to the extent based on any BUYER materials provided to SI by or on behalf of BUYER or the access and use by SI of any BUYER provided software or material in connection with SI's performance of Services hereunder without breaching the terms of this Agreement.		No change is required in the RFP.

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383	Volume III	49	15. ARTICLE 15: Access to Books of Accounts, Audit and Reporting	Access to Books of Accounts, Audit and Reporting	Bidder proposes that (i) security audit must be carried out once (1) every year at Customer's cost; (ii) Customer shall provide bidder with at least 30 days notice prior to such audit; (iii) a third party security auditor should be an independent party and should executed bidder's confidentiality agreement prior to any audit; (iv) security audit shall not include access to / review of bidder's information, documents or premises not related to the service and bidder's internal overhead calculations.		No change is required in the RFP.
384	Volume III	57	17.3 (e)	Managing Confidential Information	Request to insert a further exclusion to Confidential Information under this clause as follows: Any information which is in the possession of, or was known to, the Receiving Party prior to its receipt, without an obligation to maintain confidentiality; Any information which is obtained from another source without restriction;Any information which is independently developed by the Receiving Party without the use of Confidential Information and without the participation of individuals who have had access to Confidential Information.		No change is required in the RFP
385	Volume III	57	17.3 (f)	Managing Confidential Information	Request that the confidentiality obligation of Receiving Party shall continue for a period of two (2) years from the date of disclosure of Confidential Information.		No change is required in the RFP
386	Volume III	58	17.6	Access for Inspection	Request that access to SI's facilities and premises during Audit, shall be subject to compliance by the auditors, with the confidentiality and security requirements of SI.		No change is required in the RFP
387	Volume III	60	18.1	Third Party Claims	Request to make this provision mutually applicable.		No change is required in the RFP
388	Volume III	60	18.2	Limitation of Liability	We request for limiting the liability to direct damages to say 10% of the Contract value.		No change is required in the RFP
389	Volume III	60	18.2. Limitation of Liability	Limitation of Liability	Bidder proposes modification of the clause as follows – "SI"s aggregate liability for actual direct damages shall be capped at 100% of the **annual** value of the Contract provided that this limit shall not apply to 1) the bodily injury (including death) and damage to real property and tangible personal property caused by SI's negligence and/or 2) the intellectual property infringement claims as per ARTICLE 14."		No change is required in the RFP
390	Volume III	62	19	ARTICLE 19: Service Levels	HCL request for opportunity to cure to pe provided in case of a default.		No change is required in the RFP
391	Volume III	62	19. ARTICLE 19: Service Levels	Service Levels	HP Proposes to cap the overall cap for LD and penalty under this contract to 5% of the annual services value.		No change is required in the RFP
392	Volume III	65	20.6. Specific Performance	Specific Performance	HP propose to delete this clause.		No change is required in the RFP
393	Volume III	70	22	SCHEDULE II: SERVICE LEVELS AND PENALTIES	This refers to SLA and penalty defined in Vol 1 but it seems to be missing. What is the maxium penalty in any evaluation period?		Please refer to Annexure 3 Vol-1 for details about SLAs and penalties.

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394	Volume III	76	2.16.1	Terms of Payment and Service Credits and Debits-To be included	Clause 1.16 Vol III MSA: Sub-clause a) Termination for cause b) Termination for Change of control. Effect: a) Forfeiture of performance guarantee, b) compliance with exit management schedule c) compensation in accordance with Terms of payment Schedule. (the compensation should be for all the Hardware/Software Licenses delivered and services rendered along with Items ordered specially for this project and in transit.		No change is required in the RFP
395	Volume III	76	Schedule VII, 27.2	Liquidated Damages	Request that Liquidated damages shall be levied for delays that are solely and entirely attributable to SI and shall be limited to 0.5% of the value of delayed/ undelivered services, subject to maximum liquidated damages not exceeding 5% of the value of delayed/ undelivered services.	Not Accepted	No change is required in the RFP
396	Volume III	86	6.7.2 form 1 point 9	Item B+C+D+E	In payment schedule, when is the SI getting paid for sum of item B,C,D &E?		Please refer to Volume-2 Clause 5.3.1
397	Volume III	91	30.3 B	Transfer all rights, titles and interests in such Project Assets (as the BUYER in its sole discretion may determine) to the BUYER or its nominee and transfer information which are required to be transferred to the BUYER in accordance with this Contract and execute such deeds and documents as may be necessary for the aforesaid purposes including completing all legal or other formalities required in this regard.	As per above point # 8 if title of asset gets transferred to BUYER then what type of transfer are we talking about in this clause during the exit?		No change is required in the RFP
398	Volume III	99	32. SCHEDULE XII: NON DISCLOSURE AGREEMENT (K)	Dispute or differences, breach & violation -That in case of any dispute or differences, breach & violation relating to the terms of the NDA, the said matter or dispute, difference shall be referred to sole arbitration of the BUYER or any other person appointed by him	The arbitrator shall be an independent party that will be mutually appointed by the bidder and Customer		No change is required in the RFP.
399	Volume III	89-92	30. SCHEDULE X: EXIT MANAGEMENT	Exit Management	Upon receiving notice for termination, bidder will provide exit management handholding services during the notice period for termination. Upon termination/expiry of the agreement, exit management services will be provided at additional prices.		No change is required in the RFP
400	Volume III	93-95	31. SCHEDULE XI: AUDIT, ACCESS, AND REPORTING	Audit, Access, and Reporting	Bidder proposes modification of the clause as follows: - "SI shall indemnify the BUYER against all third party claims of cost/claims/legal claims/liabilities arising from third party claim at any time on account of the infringement or unauthorized use of patent or intellectual & industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. SI shall defend, settle or pay court awarded damages in such claims."		No change is required in the RFP
401	Volume III	20 & 40	5.5. Insurance, 9.5 Risk	Insurance , Risk	Bidder proposes that it will not take any specific insurance for any asset. Bidder will bear risk of loss/damage to the entire assets till their delivery to Customer		No change is required in the RFP
402	Volume III		Exit Management	Payment to the outgoing SI shall be made to the tune of last set of completed services / deliverables, subject to SLA requirements.	Payment to the outgoing SI shall be made to the tune of i. last set of completed services / deliverables, subject to SLA requirements. In case of work in progress, the consideration shall be paid as per the terms and conditions of the contract to the extent of work completed satisfactorily.		No change is required in the RFP

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
403	Volume III		Exit Management	CLIENT shall be entitled to serve notice in writing on the SI at any time during the exit management period as detailed hereinabove requiring the SI and/or its sub contractors to provide the CLIENT with a complete and up to date list of the Assets within 30 days of such notice. CLIENT shall then be entitled to serve notice in writing on the SI at any time prior to the date that is 30 days prior to the end of the exit management period requiring the SI to sell the Assets, if any, to be transferred to CLIENT or its nominated agencies at book value as determined as of the date of such notice in accordance with the provisions of relevant laws.	CLIENT shall be entitled to serve notice in writing on the SI at any time during the exit management period as detailed hereinabove requiring the SI and/or its sub contractors to provide the CLIENT with a complete and up to date list of the Assets within 30 days of such notice. CLIENT shall then serve notice in writing on the SI at any time prior to the date that is 30 days prior to the end of the exit management period requiring the SI to transfer the Assets to CLIENT or its nominated agencies at book value as determined as of the date of such notice in accordance with the provisions of relevant laws.		No change is required in the RFP
404	Volume III		Title Transfer -To be Included		We request you to consider the fact that title and risk transfer happens on dispatch of goods from the vendors factory / warehouse as the same has been billed in the name of the customer. The bidder / vendor would be liable to take transit insurance till the equipment gets delivered to customers premises. The vendor / bidder would also take necessary insurance with department as beneficiary till the site gets implemented.		No change is required in the RFP
405	Volume III		Limitation of Liability-To be Included		Wipro shall not be liable for any indirect, punitive, consequential or incidental loss, damage, claims, liabilities, charges, costs, expense or injury, including, without limitation, loss of use, data, revenue, profits, business interruption, and loss of income or profits, that may arise out of or result from this Agreement, irrespective of whether it had an advance notice of the possibility of any such damages. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum aggregate liability of Wipro for all claims under or in relation to this Agreement, shall be, regardless of the form of claim(s), the consideration actually received by Wipro under this Agreement. Wipro's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Wipro's non-performance is caused by Customer's omission to act, delay, wrongful action, failure to provide inputs, or failure to perform its obligations under this Agreement.		No change is required in the RFP
406	Volume III		Deemed Acceptance-To be Included		All Products/ services rendered hereunder shall be deemed accepted, if Customer does not provide a written notice of any rejection/confirmation of acceptance or when Customer uses the Product/deliverable in its business, whichever occurs earlier. In the event of any rejected product/service, Wipro shall be given a 30 day period to correct the same.		No change is required in the RFP
407	Volume III		Site Not Ready-To be Included		Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Wipro shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Contract. Further any idle time resulted due to non available of site or infrastructure or data, Customer shall make payment to Wipro for the same.		Please refer Corrigendum 02 Clause 1.4 Annexure 3 point 2

Sr No.	RFP Volume	Page	Clause & Section	Terms Mentioned in RFP	Change / Clarification Request	Remarks by Vendor	Response / Clarification
408	Volume III			The SI shall waive any charge for the service that is not invoiced within six month after the end of the month in which the change relating to such service is authorized or incurred ,whichever is later.	Bidder request deletion of this para		No change is required in the RFP