

# Response to Queries Related to Request for Proposal (RFP) for AMC & FMS for Punjab Civil Secretariat-I & II

Published on 23.07.2014

Annexure I

## Response to Queries:-

Sr.	Reference in RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
1)	Page 8 Clause 3.3.1	Bids shall remain valid for a period of 180 (one hundred and eighty) days	The validity period required is too high. Request the authority to consider reducing the validity period. Further extension if required can be asked from the bidder later	As per RFP
2)	Earnest Money Deposit (EMD) page no 10/3.9.1	The EMD shall be in Indian Rupees and shall be in the form of Demand Draft/PBG	Request to please confirm EMD is acceptable in form of Bank Gurantee. Please provide the format, validity of EMD etc	EMD shall be valid for 180 from date of bid submission
3)	Pre-qualification Criteria & Evaluation page no 15/point no. 7	The bidder should have completed minimum 2 projects with more than 2000 total users (minimum 500 users per customer) in the FMS/AMC in last three years as on date of submission of bid	We request to ammend the clause as follows "The bidder should have completed minimum 2 turnkey projects with more than 2000 total users (minimum 500 users per customer) which includes following activities in last five years as on date of submission of bid. 1. Supply of Hardware items/networking items. 2. O&M/FMS/AMC support for the items supplied under the contract.	As per RFP
4)	Pre-qualification Criteria & evaluation Page no 15/Point no 7	The bidder should have completed minimum 2 projects with more than 2000 total users (minimum 500 users per customer) in the FMS/AMC in last three years as on date of submission of bid.	We request to please amend the clause as follows. The bidder should have completed minimum 2 projects with more than 1500 total users (minimum 500 users per customer) in the FMS/AMC/O&M in last five years as on date of submission of bid.	As per RFP
5)	Technical Bid Criteria & Evaluation page no. 18 (point no d and e)	The bidder should have minimum Twenty Five (25) qualified support engineers having BE/B.Tech/MCA in IT/Computer Science/ Electronics & Communication/ Electronics with CCNA/MCP or Equivalent/ higher on company payroll as on date of submission of bid.	Request to maximum scoring of 6 marks on 100 support engineers and all should not be having CCNA/MCP certifications. Also please clarify the difference in point no. d and e.	As per RFP

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6)	3.17. Pre-qualification Criteria & Evaluation// 10. OEM Authorization // Pg-18	The bidder must attach Manufactures Authorization certificate & Back-to- back support letter from OEM's for providing Comprehensive Maintenance support and services of the equipment's covered under the RFP	We understand that B2B support from OEMs is only required for the active equipments to be covered under LAN during warranty Period. For equipment to be covered under AMC we need the asset details like Model & Serial Nos and configuration.	As per RFP
7)	Technical Bid Criteria & Evaluation page no 19 (point e)	The bidder should have minimum Twenty five (25) qualified support engineers having Diploma in IT/Computer Science/Electronics & communications/ Electronics with CCNA/MCP or Equivalent or higher on company payroll as on date of submission of bids.	We request to please amend the clause as follows: The bidder should have minimum Twenty five (25) qualified support engineers having Diploma in IT/Computer Science/Electronics & communications/ Electronics with at least 2 years of experience in IT support on company payroll as on date of submission of bids.	As per RFP
8)	Technical Bid Criteria & Evaluation page no. 19/point no. f	The Bidder should have an ISO 27001(security) & 20000 (service delivery) Certified NOC & SOC in India.	Request to please amend the clause as The Bidder should have an ISO 27001(security) & 20000 (service delivery) Certifications in India.	As per RFP
9)	Relevant Past Experience page 19	The bidder should have handled minimum 2000 Desktops/Laptops with minimum 500 Desktops/Laptops per project under AMC in last three years as on date of submission of bid.	Request to please amend as " The bidder should have handled minimum 2000 Desktops/Laptops with minimum 500 Desktops/Laptops per project under Operations and Maintenance in last five years as on date of submission of bid.	As per RFP
10)	Relevant Past Experience page 19	The bidder should have experience of at least two (2) completed projects of handling minimum 500 users under FMS in last three years as on date of submission of bid.	Request to please ammend the clause as The bidder should have experience of at least two (2) completed projects of handling minimum 500 users under FMS/Operations and Maintenance in last Five years as on date of submission of bid.	As per RFP
11)	Commercial Bid Evaluation page no. 22	Final evaluation shall be done on "Quality & Cost Based Selection" method (QCBS).	We request to please evaluate the commercial bid on L1 basis as to open bid, bidders has to secure minimum 70 marks in technical evaluation.	As per RFP

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12)	Page 23 - Clause 3.23 Signing of Contract	The successful bidder will sign the Contract with PSeGS within 15 working days of the release of notification/Letter of Intent and submission of PBG. After signing of the Contract, no variation in or modification of the term of the Contract shall be made except by mutual written amendment signed by both the parties (i.e. PSeGS & SERVICE PROVIDER).	Contract signing is dependant on terms and conditions being mutually acceptable, which may be subject to negotiations. Can't be time bound. Request deletion.	As per RFP
13)		Confidentiality	Request to add further: Neither party shall, without the prior written approval of the other party, disclose the other Party's designated confidential information, and shall take all necessary steps to ensure that its employees, agents and sub-Bidders do not disclose the other party's confidential information. The confidentiality obligation of PSeGS and Bidder shall continue for one (1) year after the expiry/ termination of this Agreement	Please refer section 3.25.2 of the RFP
14)	3.22. Performance Bank Guarantee // Pg-22	The successful bidder will furnish Performance Bank Guarantee within 15 working days from the notification of award, for a value equivalent to 10% of the total cost of contract as per format provided as an Annexure with this Tender Document.	We request PSeGS to split the PBG into 2 parts: 1) PBG on new equipment/hardware to be supplied: Annual Rolling PBG of 10% for 3 years of corresponding annual contract value. 2) PBG on Services: In line with the norms for services business, for the OPEX portion of the bid, we request PSeGS to consider annual rolling PBG of 10% for 3 years of corresponding annual contract value (i.e. Cumulative value of 4 QGRs).	As per RFP
15)	4.5. Outsourcing	Service provider shall not outsource any work related to the project or the part thereof to any other associated/franchisee/third party without	We request PSeGS to either allow Consortium for bidding jointly for Products and Services OR consider refloating this RFP with separate bids for Product supply as one bid and Services as another	As per RFP

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		the approval of PSeGS. If service provider outsource any part of the work without PSeGS approval, PSeGS reserve the right to forfeit the PBG & terminate the contract.	to have a better participation of vendors and timely execution of the contract.	
16)	4.10 GCC / 4.10 - Contract Period // Pg- 27	The total final contract period shall be for three (3) years from the time of signing of contract.	We request PSeGS to confirm that the warranty for the products to be supplied under this RFP would be for 3 yrs from the date of Invoice or delivery or commissioning (Here Commissioning does not mean FAT) so that we can seek warranty accordingly from OEMs.	Warranty shall start after Issuance of FAT certificate
17)	4.0 GCC / 4.11 - Prices // Pg- 27	4.11.3. Prices of "passive components" shall be firm for three years from the date of signing of contract.	We request PSeGS to incorporate the ERV clause for Items to be purchased under this contract so as to take care of the \$ fluctuations as the bid validity has been sought for 180 days and also would cover any repeat order during the agreement period post commencement of the contract.	As per RFP
18)	Page 26 - Clause 4.4.7 Service provider Personnel	PSeGS shall have no liability whatsoever, for any loss or injury to any property or any individual assigned to perform the services under this Agreement or otherwise, including while on SSL premises or anywhere else, including any liability that may arise as a result of malfunction of any equipment or otherwise howsoever.	PSeGS shall have no liability whatsoever, except in case of PSeGS's negligence/default, for any loss or injury to any property or any individual assigned to perform the services under this Agreement or otherwise, including while on SSL premises or anywhere else, including any liability that may arise as a result of malfunction of any equipment or otherwise howsoever.	As per RFP
19)	Page 27 Clause 4.11.3	Prices of "passive components" shall be firm for three years from the date of signing of contract.	Three is a very long period. We request the authority to reconsider. The price validity shall be as per the bid validity	As per RFP
20)	Page 29 - Clause no 4.12.2 Taxes & Duties	All taxes, duties and statutory levies payable to the Service provider shall be paid as per prevailing rates	All applicable taxes, duties and statutory levies payable to the Service provider by PSeGS shall be paid as per prevailing rates.	Please refer 4.12.2 of RFP

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21)	Page 29 - Clause no 4.12.1 Taxes & Duties	All taxes, duties and any statutory levies etc. payable by the Service provider during the contract tenure shall be the sole responsibility of the Service provider.	All taxes, duties and any statutory levies etc. payable by the Service provider during the contract tenure shall be Borne by PSeGSy PSeGS.	Please refer Section 4.12 of RFP
22)	Termination of Contract	Request to add	Either Party shall have the right to terminate this Agreement at any time in the event that the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days (or fifteen (15) days in the event of non-payment by the PSeGS). Bidder shall be paid for all goods/services rendered until the date of termination.	As per RFP
23)	Page 30 - Clause 4.14 Termination for Insolvency, Dissolution et	PSeGS may at any time terminate the Contract by giving 30 days prior written notice to the Service provider, if the Service provider becomes bankrupt or otherwise insolvent or in case of dissolution of firm/company or winding up of firm/company. In this event termination will be without compensation to the Service provider, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to PSeGS.	PSeGS may at any time terminate the Contract by giving 30 days prior written notice to the Service provider, if the Service provider becomes bankrupt or otherwise insolvent or in case of dissolution of firm/company or winding up of firm/company. such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to PSeGS.	Please Refer Corrigendum
24)	Termination of Contract	Additional	In the event of termination all rights and benefits granted by this Agreement shall revert to the respective Parties; and all amounts due to Service Provider (including any agreed upon demobilization and transitioning charges, plus fees for the applicable notice period irrespective of	Please Refer Corrigendum

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			whether PSeGS requires Service Provider's services during such period) up to the effective date of termination shall be immediately payable	
25)	Page 30 - Clause 4.15 Termination for Convenience	PSeGS reserves the right to terminate, by prior written notice of 45 days, the whole or part of the contract, at any time for its convenience. The notice of termination shall specify that termination is for PSeGS'sotehr Party's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.	Either Party reserves the right to terminate, by prior written notice of 45 days, the whole or part of the contract, at any time for its convenience. The notice of termination shall specify that termination is for PSeGS'sotehr Party's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. Bidder shall be paid for all goods and services rendered until the date of termination.	Please Refer Corrigendum
26)	5.0 Payment Terms / 5.1. Payment Terms for Design, Re-build and implement structured Local Area Network// Pg-31	5.1.1. 70% payment shall be made after successful delivery of the equipments & on submission of delivery report duly acknowledged by PSeGS.	We request PSeGS to kindly consider 90% payment to be made after successful delivery of the equipments & on submission of delivery report duly acknowledged by PSeGS	As per RFP
27)	5.0 Payment Terms / 5.1. Payment Terms for Design, Re-build and implement structured Local Area Network// Pg-31	5.1.2. 30 % payment shall become due only after successful completion of Final Acceptance Test. The Final Acceptance Test (FAT) Certificate shall be issued by the PSeGS within four (04) weeks from the date of FAT request submitted by Service Provider to the PSeGS.	We request PSeGS to kindly consider 10 % payment to be paid after successful completion of Final Acceptance Test.	As per RFP

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28)	5.0 Payment Terms / 5.2. Payment Terms for FMS & AMC// Pg-33	5.2.1. Payment for Services of FMS & AMC shall be made on Quarterly basis after submission of invoices. The total contract value for FMS & AMC part shall be converted into number of applicable quarters.	We request PSeGS to kindly consider making the payment in Quarterly Advance mode instead of Quarterly arrears.	As per RFP
29)	6.0 Scope of Work (SOW)/ 6.1.3. Implement Local Area Network, Point x //Pg-36	(x) Field testing and commissioning of system, including integration with existing applications running and PAWAN Network for Internet & Intranet connectivity.	Request to ammend this clause as Field testing and commissioning of system, including integration with existing PAWAN infrastructure as Application is not under the scope of the project. Pl aslo confirm if the EMS is also to be integrated with existing PAWAN EMS system for any kind of central monitoring	No Integration with PAWAN EMS is required.
30)	Page 37, Technical Requirements	The proposed Asset Management solution must provide facility to record inventory of passive equipment's (racks, patch panels, I/O, patch cords, fibre modules and components). In case any IT equipment is not SNMP or equivalent enabled, there shall be record of same in Asset Management solution.	To our understanding you are looking for capability to record complete inventory be it active or passive. For the passive equipments it would be maintained separately as manual intervention would be required to manually feed in data.	All active and passive components with a valid serial no. supplied and installed under the project has to be discovered and managed by Asset Management solution. Active devices shall be populated using SNMP or equivalent while passive components like patch panels shall be discovered manually in the same solution.
31)	Page 35, para 6.1.3	Clarity required	In case if any component is end of life or out of warranty & if it goes down during rebuilding, will it be taken care off by PSeGS	As per RFP
32)		General clarification	Do we need to implement IPv6 also?	All active devices supplied, installed and configured in the project shall be IPV6 enabled from day 1. PSeGS may ask to implement IPV6 on any

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				of the active devices at any point of time during the contract period.
33)		General clarification	Do existing devices support IPv6?	Survey need to be carried out the bidder to analyze existing infrastructure which is part of scope of work.
34)	Page 37, Technical Requirements	Management: inventory/counting, monitoring usage (software), managing contracts for maintenance and support, and monitoring age and configuration.	As Support and Maintenance Contract data is not a part of device discovery, it would be maintained separately by manually feeding the data . Would that be okay with you?	The Support and Maintenance contract has to be maintained in Asset Management Solution
35)	Page 37, Technical Requirements	The proposed Asset Management solution must provide information on sub-system/components desktops/laptops like processor, memory, hard disk, network cards, USB ports, mother board, operating system, mouse, key board etc.	Do you mean peripherals of the active device need to be maintained as inventory.	Any active device which is discovered in Asset Management solution shall be able to provide information on sub-system/components.
36)	Page 39, Network device Management & Monitoring System, point ii	Configuration/Reconfiguration and Management of various policies like Security policies, device access policy, IP Policy, routing policy, firewall policies etc with facility of version control.	Network policies are maintained by the network management tool which comes with the product. To our understanding this would add complexity and should not be mixed with the enterprise management tool, hence request for the removal from this section.	As per RFP
37)	Page 39, Network device Management & Monitoring System, point iii	Provision for labelling trusted configuration versions as 'Baseline' to enable quick rollback of configurations in the event of a failure (network outage/misconfiguration/configuration corruption).	Network device configurations are maintained by the network management tool which comes with the product. To our understanding this would add complexity and should not be mixed with the enterprise management tool, hence request for the removal from this section.	As per RFP



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38)	Page 39, Network device Management & Monitoring System, point iv	Scheduled tasks to automate various operations like backup, alerts.	Network device configuration backup are maintained by the network management tool which comes with the product. To our understanding this would add complexity and should not be mixed with the enterprise management tool, hence request for the removal from this section.	As per RFP
39)	Page 39, Network device Management & Monitoring System, point v	IP address management (static/dynamic).	Network device configuration that includes IP address management are maintained by the network management tool which comes with the product. To our understanding this would add complexity and not be mixed with the enterprise management tool, hence request for the removal from EMS.	As per RFP
40)	Page 39, Network device Management & Monitoring System, Technical Requirement, point viii	Get real-time insight into network bandwidth utilization.	To our understanding the network bandwidth utilization is what you would be interested to know, which could real or near real time. Is our understanding correct?	The monitoring shall show real or near-time real bandwidth utilization.
41)	6.2. Facility Management Services for IT infrastructure// 6.2.7 End User Support Services//Pg-41	6.2.7 End User support services	Who will provide the required infrastructure i.e. Phone, sitting space & infrastructure, hardware etc. for running the user support 24*7.	Only Sitting space will be provided
42)	6.2. Facility Management Services for IT infrastructure//	Network operations center	Request your clarification if NOC will be establish in your premises ? Can we use our NOC to connect with your infrastructure to handle the critical problems as and when required?	NOC shall be established in premises.

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	6.2.8 Technical Support Unit - Customer Support//Pg-41 & 42			
43)	6.2.2 vi.	Provision of remote access to event logs	Request to change this to rule based eventlog monitoring	As per RFP
44)	6.2.8 Technical Support Unit - Customer Support/ Pg-41-42	Help Desk Services	Can Service Desk Tool and other tools be from different OEM?	As per RFP
45)	6.2.10 Service Provider Management Module / Pg-43	Additional Query	Is the Service provider expected to propose any industry standard 'management module' software?	As per RFP
46)	6.2.2 iv	It should provide facility for encrypting the authentication traffic and support AES 256	Request to delete this	Request to delete this
47)	6.2.2 v	It should support both push and pull software distribution modes. A catalog/advertisement option of the existing software delivery packages (licensed) must be provided for end-user to download and install software of his / her choice	Request the tool to support only push method for Software Distribution mode	As per RFP
48)	6.2.3 ii	Configuration/Reconfiguration and Management of various policies like Security policies, device access policy, IP	Request to seek back up and compliance check only for the Startup / Running configuration	As per RFP

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		Policy, routing policy, firewall policies etc with facility of version control.		
49)	6.2.3 vii	Identify and block rogue devices	Request deletion of this clause	As per RFP
50)	6.2.1 iv	Disposition: removing assets from service, deleting storage contents, disassembling components for reuse, surplus equipment, and removing asset from active inventory.	Request deletion of the functionality of deletion of storage content	As per RFP
51)	6.2.1 vi	The proposed Asset Management solution must provide facility for queries and automated policies to be set up and permit scheduling of collecting engines to pick up the data at defined intervals.	Request deletion of the query method for this functionality	As per RFP
52)	Page 46 Clause 6.3.11.i	Splicing, digging, repairing & testing of OFC.	As per our understanding the Fiber will be laid inside the building only. Digging will not be required. Is our understanding correct?	As per RFP
53)	Page 46 Clause 6.3.11.ii	Re-fixing/shifting of cables/OFC whenever switches and racks are shifted or otherwise	How will the Department pay for such movement? Will it be as per actuals at the time?	There will be no payment for the Re-fixing/shifting of racks, switches. However, if shifting requires laying of cables and other passive items then that it will be paid as per rates in the contract.
54)	Page 46 Clause 6.3.11.iii	Removing and laying of UTP cable and I/Os with casing, etc in case renovation activity is undertaken in any building covered under the project	How will the Department pay for such movement. Will it be as per actuals at the time?	There will be no payment for the Re-fixing/shifting of racks, switches. However, if shifting requires laying of cables and other passive items then that it will be paid as per rates in the contract.

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55)	6.0 Scope of Work (SOW) ,// Clause 6.3.5. Page no. 45,	If any equipment is damaged during the contract period, the service provider is liable to replace the same with same or higher configuration with no extra cost. The downtime due to such components would be taken into account for calculation of SLA.	If equipments will be CID (Customer Induce Damage) or damaged due to fire/improper earthing/supply then request to confirm who will be responsible for replacing the damage part/product.	SI shall be responsible only if the equipment is damaged due to his fault.
56)	6.0 Scope of Work (SOW) ,// 6.3. Comprehensive Onsite Maintenance with spare parts for IT equipment"s. Pg-45	6.3.8. Replacement of parts/components beyond repair with parts/components of same or better specifications ensuring compatibility.	Can bidder provide the similar/compatibale spares for all the break down calls. Please clarify.	As per RFP
57)	7.0 Terms and conditions// 7.1. Working Schedule// Pg-47-48	7.1.2. The working service for FMS & AMC services shall be as below, however the same may be changed in future on a short notice:- PBH: Monday to Friday 8:01 AM to 8:00 PM EBH:- Monday to Friday 8:01 AM to 8:00 AM	Request to clarity for EBH ( Extended Business Hours)- when it will be applicable, As per RFP on all working days service window will be 24*7 and on holidays also 24*7 as mentioned 8:01 am to 8:00 am.	Please refer section 7.1 of RFP. ESH will be 8:01 AM to 8:00 AM on all public holidays and Saturday and Sundays and will be 8:01 PM to 8:00 AM on all other working days
58)	7.0 Terms and conditions //(7.2. AMC related terms & conditions) // Pg-47	7.2.7. Service Provider shall arrange all infrastructure/ additional equipment in order to provide any service under the contract i.e. working tools etc.	Please clarify on Working Tools, whether it is related to the tools required for Maintaining the assets ?	As per RFP

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59)	Page 47 Clause 7.1.1	To implement structured Local Area Network as per proposal, service provider shall be allowed to work in Civil Secretariat I & II, only on Saturdays, Sundays, all Public Holidays and after office hours during working days	The working hours of the secretariat defined are 8 a.m to 8 p.m. This might make the project difficult to complete in 6 months because of the restriction. Request consideration and clarity on the same	As per RFP
60)	Page 48 - Clause 8 Deliverables & SLAs	All below penalties shall be levied on the Service Provider for any failure happened on Service Provider part in any of the agreed Timelines/ SLAs/ Terms & Condition. However, in any case, the total penalty value shall not be greater than 15% of the total contract value	All below penalties shall be levied on the Service Provider for any failure happened on Service Provider part in any of the agreed Timelines/ SLAs/ Terms & Condition. However, in any case, the total penalty value shall not be greater than 5% of the service charges payable to the bidder for the deliverables which were not compliant with agreed SLAs	Please refer corrigendum
61)	8.2.4 SLA Severity Levels / Pg 50-51	Network Adapter of desktops xi. Keyboard, Mouse xii. SMPS, RAM xiii. Printer tonner xiv. Drivers/ Operating System/ Softwares for desktop/laptop components/Printers/Scanners	All these components are affecting the individual users hence No big impact on environment as a whole. Request to kindly shift these components to severity level 2. Also in cases like OS troubleshooting & reinstallation it sometimes take more than 1 hour for rectification	As per RFP
62)	Page 52 - Clause 9.1.1 Design, Re-build and implement structured Local Area Network	If the Service Provider fails to conduct the survey and submit the Proposed Network Design document complete within one (1) month from the date of signing of contract, a penalty @ 1% of the total contract values shall be levied per week. Penalty beyond 15 % may lead to termination of contract subject to discretion of PSeGS.	If the Service Provider fails to conduct the survey and submit the Proposed Network Design document complete within one (1) month from the date of signing of contract, a penalty @ 1% of the monthly values shall be levied per week. Penalty beyond 5% of service charges payable to Service Provider for that month may lead to termination of contract subject to discretion of PSeGS.	Please refer corrigendum

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63)	General	Consortium bidding	please confirm weather bidders can submit the consortium bid.	As per RFP
64)	Design, Re-build and implement structured Local Area Network page no. 52	<p>9.1.1 If the Service Provider fails to conduct the survey and submit the Proposed Network Design document complete within one (1) month from the date of signing of contract, a penalty @ 1% of the total contract values shall be levied per week. Penalty beyond 15 % of Contract Value may lead to termination of contract subject to discretion of PSeGS.</p> <p>9.1.2. If the Service Provider fails to offer the Final Acceptance Test (FAT) request within six (6) months from the date of approval of design document by the PSeGS, a penalty @ 1% of the total contract values shall be levied per week. Penalty beyond 15 % of Contract Value may lead to termination of contract &amp; forfeiture of PBG as per discretion of PSeGS.</p>	Request to please remove the penalty on clause 9.1.1( Network Design Document)and reduce the penalty to 0.5% per week in the other clause i.e 9.1.2.	Please Refer Corrigendum
65)	Page no 50 8.2.2	Network Uptime to be calculated on Monthly Basis	We request to please calculate the network uptime on quarterly basis as payment is to be released on quarterly basis for SLA management.	As per RFP
66)	Penalty	However, in any case, the total penalty value shall not be greater than 15% of the total contract value.”	We request to please cap the Penalty of entire project to max 10 % of the contract value.	Please Refer Corrigendum

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67)	9.0 Penalty -Pg-52	All below penalties shall be levied on the Service Provider for any failure happened on Service Provider part in any of the agreed Timelines/ SLAs/ Terms & Condition. However, in any case, the total penalty value shall not be greater than 15% of the total contract value.”	We request PSeGS to cap the total penalty value to 10% of AMC & FMS (Services) only instead of 15% of the total contract value.	Please Refer Corrigendum
68)	9.0 Penalty -Pg-52 // 9.1 Design, Re-build and implement structured Local Area Network // Pg-52	9.1.1. If the Service Provider fails to conduct the survey and submit the Proposed Network Design document complete within one (1) month from the date of signing of contract, a penalty @ 1% of the total contract values shall be levied per week. Penalty beyond 15 % of Contract Value may lead to termination of contract subject to discretion of PSeGS.	We request PSeGS to apply penalty @ .5% per week of the Design, Re-build and implement structured Local Area Network value only.	Please refer corrigendum
69)	9.0 Penalty -Pg-52 // 9.1 Design, Re-build and implement structured Local Area Network // Pg-52	9.1.2. If the Service Provider fails to offer the Final Acceptance Test (FAT) request within six (6) months from the date of approval of design document by the PSeGS, a penalty @ 1% of the total contract values shall be levied per week. Penalty beyond 15 % of Contract Value may lead to termination of contract & forfeiture of PBG as per discretion of PSeGS.	9.1.2. If the Service Provider fails to offer the Final Acceptance Test (FAT) request within six (6) months from the date of approval of design document by the PSeGS, a penalty @ 1% of the total contract values shall be levied per week. Penalty beyond 15 % of Contract Value may lead to termination of contract & forfeiture of PBG as per discretion of PSeGS.	Please Refer Corrigendum
70)	9.0 Penalty - 9.3. Penalty for non-achievement of Service Level Requirements // Pg- 52 &	9.3.1. A penalty on non-achievement of SLA requirements would be deducted from the due quarterly payments as per below table:- (On less than 95% uptime - Penalty will impose 15% total contract values	The penalty impsed may kindly be capped to max of 10%.	Please refer corrigendum

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	53	on quarterly payment)		
71)	9.0 Penalty - 9.2. Sr. No. 4 // Pg- 52 & 53	Point 4 : Replacement of resources	Penalty should not be applicable till the time vendor is providing the respective replacement within stipulated time irrespective of number of replacement.	As per RFP.
72)	Page 52- Clause 9.1.2 Design, Re-build and implement structured Local Area Network	If the Service Provider fails to complete the Final Acceptance Test (FAT) within four (4) months from the date of approval of design document by the PSeGS, a penalty @ 1% of the total contract values shall be levied per week. Penalty beyond 15 % of Contract Value may lead to termination of contract subject to discretion of PSeGS.	If the Service Provider fails to complete the Final Acceptance Test (FAT) within four (4) months from the date of approval of design document by the PSeGS, a penalty @ 1% of the monthly values shall be levied per week. Penalty beyond 5 % of service charges payable to Service Provider for that month may lead to termination of contract subject to discretion of PSeGS. pls add further:The aggregate penalty that can be deducted in a month under this contract shall be restricted to a maximum of 5% of the service charges payable to Service Provider for that month.	Please refer corrigendum
73)		New Clause	Deemed Acceptance Any equipment supplied or services provided by Bidder shall be deemed to have been accepted by PSeGS if PSeGS puts such equipment, services to use in its business or does not communicate its disapproval of the same together with reasons for such disapproval within 10 days from the date of receipt of such equipment or delivery of the services.	As per RFP



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74)		New Clause	Change Order Either party may request a change order (“Change Order”) in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work. Bidder will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, Bidder shall not be bound to perform any additional services.	As per RFP
75)		New Clause	Savings Clause Bidder’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 Bidder’s non-performance is caused by PSeGS’s omission to act, delay, wrongful action, failure to provide Inputs, or failure to perform its obligations under this Agreement	As per RFP
76)	Page 79 Core Switch	80 Gbps or more switching fabric 220 Mbps or more for IPv4 and 100 Mbps or more for IPv6 10-Mpps or more Layer 2 Forwarding (hardware) 10-Mpps or more Layer 3/4 Forwarding—IP routing	400 Gbps or more switching fabric / Switching capacity for IPv4 and IPv6 and 200-Mpps forwarding Rate. This is backbone switch, so switch having more performance will ensure non-blocking switching and more 10 gig interface running with non-blocking.	Please refer corrigendum
77)	Page 71 Form 3	Quantities of items mentioned	Are the mentioned quantities based on any initial evaluation done by the authority, or are these only for price discovery?	The quantities are as per initial survey done by the department however actual quantity will be discovered by the SI after the survey.

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78)	Page 71 Form 3		There are few items that we think would be required for implementation of the LAN and are not included in the Format. In such case can we add the line items with unit price in the format? As mentioned on page 77 the payment will be on pro - rata basis	As per RFP
79)	11.0 Annexure A: Technical Specifications/ 11.1 //Point - SLA Monitoring // Pg- 78-79	Response times of Portal;	We assume that this point is not relevant under the scope of this RFP. Please remove this point or elaborate the requirement so that we may propose appropriate solution.	Please refer point b) on page no 42. Bidder is required to provide an Online service desk portal and response time referred is response time of Online Service desk portal
80)	11.0 Annexure A: Technical Specifications/ 11.1 //Point - Agents Pg- 77	Should monitor various operating system parameters such as processors, memory, files, processes, file systems etc. where applicable using agents on the network devices, servers to be monitored. Provide performance threshold configuration for all the agents to be done from a central GUI based console that provide a common look and feel across various platforms in the enterprise. These agents could then dynamically reconfigure them to use these threshold profiles they receive.	This technical specification asks for monitoring of servers. Request you to provide the list of servers with complete configuration details including Operating system version, CPU count in each server, virtualization (with count of hosts & VMs if any), architecture such as x86/x64/etc, and total count of OS instances across complete infrastructure (physical and virtual environment) under the scope of this project.	The servers only those which are to be deployed by the successful bidder for installation of EMS
81)	Page 79 Core Switch	Additional Clause	Switch should have Layer 3 routing protocol - Static, RIP, OSPF, BIP, IS-IS for Ipv4 and Ipv6, MPLS core switch should have L3 feature which will help in inter VLAN communication and routing which is a must to design the LAN /VLAN/Subletting )	As per RFP

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82)	Page 81 11.3. Edge Switches	10 Gbps or more switching fabric 50-Mpps or more Layer 2 Forwarding (hardware) 10-Mpps or more Layer 3/4 Forwarding— IP routing Layer 2, Layer 3 hardware-based switch engine	128 Gbps or more switching fabric / Switching capacity for Ipv4 and Ipv6 90 Mpps forwarding rate Layer 2, Layer 3 hardware-based switch engine Its will ensure non-blocking performance	Please refer corrigendum
83)	Page 83 11.5 Wireless Access Points	UL1950, CSA22.2No.950-95 IEC-60950 EN60950	UL 2043, IEC 60950-1, EN 60950-1 kindly amend to allow HP participation	Please refer corrigendum
84)	Page 83 11.5 Wireless Access Points	FCC Part15.247,RSS139-1,RSS210,EN300.328,Telec 33B AS/NZS 3548	FCC Part 15.247, FCC Part 15.407 (US); RSS-210 , EN 300 328 kindly amend to allow HP participation	Please refer corrigendum
85)	Page 83 11.5 Wireless Access Points	40bit, 128 bit TKAPI WPA Enhancement, Key Hashing Message		As per RFP
86)	Page 83 11.5 Wireless Access Points	Indoor : 40mtr 11Mbps 107 mts 1Mbps	Delete this clause Coverage is not measured by distance and generally it is decided by AP Transmit power.	As per RFP
87)	Page 83 11.5 Wireless Access Points	Outdoor : 244mtr 11Mbps 610mtr 1Mbps	Delete this clause Coverage is not measured by distance and generally it is decided by AP Transmit power	As per RFP
88)	Page 83 11.5 Wireless Access Points	(Class B), FCC Part 15-107--15-109 ICES-003, VCCI, EN301.489-1 & -17	(Class B), FCC Part 15.247, FCC Part 15.407 , ICES-003, EN 301 489-1; EN 301 489-17 kindly amend to allow HP participation	As per RFP
89)	Page 83 11.5 Wireless Access Points	Along with Connector, Dual Pole (Including Antenna)	4 dBi antenna at 2.4 GHz and 5 dBi antenna at 5 GHz kindly amend to allow HP participation	As per RFP

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90)	Page 83 11.5 Wireless Access Points	Local Configuration Console Port RJ45 Type I/F	Local Configuration Console Port RJ45 kindly amend to allow HP participation	As per RFP
91)	Page 83 11.5 Wireless Access Points	Additional	Should two spatial streams and 2x2 MIMO and Spatial stream access supporting 300 Mb/s per radio This will be ensure the spatial streams and 2x2 MIMO and bandwidth / radio	As per RFP
92)	Page 88-90 11.17. WLAN Controller	Must be compliant with IEEE CAPWAP for controller-based WLANs.	Must be compliant with IEEE CAPWAP/LWAPP for controller-based WLANs. CAPWAP is not relevant as its not stabilized as of now. kindly amend to allow HP participation	Please refer corrigendum
93)	Page 88-90 11.17. WLAN Controller	WLC should support First hop security features in IPv6 network like "Router Advertisement guard", "DHCPv6 guard" and "IPv6 source guard"	WLC should support First hop security features in IPv6 network like DHCPv6 guard /DHCP snooping and IPv6 source guard / SAVI kindly amend to allow HP participation	Please refer corrigendum
94)	Page 88-90 11.17. WLAN Controller	Should adhere to the strictest level of security standards, including 802.11i Wi-Fi Protected Access 2 (WPA2), WPA, Wired Equivalent Privacy (WEP), 802.1X with multiple Extensible Authentication Protocol (EAP) types, including Protected EAP (PEAP), EAP with Transport Layer Security (EAP-TLS), EAP with Tunnelled TLS (EAP-TTLS).	Should adhere to the strictest level of security standards, including 802.11i Wi-Fi Protected Access 2 (WPA2), WPA, Wired Equivalent Privacy (WEP), 802.1X with multiple Extensible Authentication Protocol (EAP) types, including Protected EAP (PEAP), EAP with Transport Layer Security (EAP-TLS), EAP with Tunnelled TLS (EAP-TTLS), RFC 4347 /IPSEC VPN kindly amend to allow HP participation	As per RFP
95)	Page 88-90 11.17. WLAN Controller	Should be able to classify over 20 different types of interference within 5 to 30 seconds.	Should be able to classify different types of interference kindly amend to allow HP participation	As per RFP
96)	Page 88-90 11.17. WLAN Controller	To deliver optimal bandwidth usage, reliable multicast must use single session between AP and Wireless Controller.	To deliver optimal bandwidth usage, multicast must use single session between AP and Wireless Controller.	As per RFP

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97)	Page 88-90 11.17. WLAN Controller	RFC 4346 TLS Protocol Version 1.1	Support TLS Protocol Version 1.0 kindly amend to allow HP participation	As per RFP
98)	Page 88-90 11.17. WLAN Controller	RFC 4347 Datagram Transport Layer Security	Delete this clause kindly amend to allow HP participation	As per RFP
99)	Page 88-90 11.17. WLAN Controller	RFC 3686 Using AES Counter Mode with IPsec ESP	AES with IPsec ESP kindly amend to allow HP participation	As per RFP
100)		New Clause	Non-Solicitation During the term of this Agreement and for a period of one year thereafter PSeGS shall not, directly or indirectly, hire or solicit for hire, any of the personnel engaged by Bidder, without the prior written consent thereof from Bidder. Thus, the PSeGS agrees to the entry of an injunction against it in the event of actual or threatened breach of its obligations hereunder, and acknowledges such relief shall be in addition to such other and further relief as may be available to Bidder at law or in equity	As per RFP
101)	8.2	Clarity required	UPS batteries should ideally be out of AMC scope. Please provide clarity on this	UPS batteries are in scope of AMC
102)	General	Installation of racks	Kindly elaborate on the power availability for the racks. Is the bidder required to factor the power cabling also. If yes please include in the Financial format	Power from nearest power point has to be extended for the rack which is to be done by the SI.

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103)	AMC of UPS		Please confirm how old are these UPS and when was the last battery replacement. Our assumption is that all UPS will be handed over to the selected bidder in working condition. We understand that price of battery replinshment over the period of contract if required should be included in the price	Model No has been shared for UPS. Consider standard power backup as per UPS rating.
104)	Page 85 11.9	upgradeable to intelligent jack panel	Please remove to allow more competition	As per RFP
105)	Page 96	Details of UPS for AMC	Please share the power back up of all UPS	Model No has been shared for UPS. Consider standard power backup as per UPS rating.