

Request for Proposal (RFP) for Supply Installation Commissioning Operation & Maintenance of Hardware and Networking Equipments: Response to Queries raised by the Bidders during the Pre - Bid Meeting held On 13.02.2012 at  
The Office of the Commissioner Of Taxes, Nagaland: Dimpaur

SL. NO.	SECTION NO.	PAGE NO.	BIDDER NAME	QUERY	DEPARTMENT'S RESPONSE
1	8.2 Pre Qualification criteria point no 9	47	Accel Frontline	Request to change the bidder must have completed at least two projects of the similar nature, each of value not less than INR 3 Crores in last 5 years. It would be preferable if the bidder would have experience of central/state government/public sector undertakings in last 5 years.	Accepted. Please refer Corrigendum Pt. 3
2	8.2 Pre Qualification criteria point no 12	47	Accel Frontline	Please mention the value for Bank solvency certificate	Clarified. Please refer Corrigendum Pt. 4
3	2.17 Bid Security	22	Accel Frontline	Kindly allow to submit the Bid Security of Rs. 4.00 Lakhs in form of Bank Guarantee	Accepted. Please refer Corrigendum Pt. 1
4	14. Miscellaneous Liquidated Damages point no. 2	60	Accel Frontline	Since most all the items are from different OEM and they are shipped different locations and in this process there may be slight delay in delivery of the items. Since the bidder are totally dependent on OEM for the delivery, so request kindly reduce the LD to .5% per week subject to a maximum of 5% (Five percent) of the project cost from the Vendor as Liquidated Damages (LD).	Modified. Please refer Corrigendum Pt. 6

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5	Annexure 15 - Evaluation Criteria Point No. 2	85	Accel Frontline	Request to change WAN deployment and implementation {All "Successfully Completed" (Ongoing Projects with each having at least 30 wire line nodes shall also be considered) for the last 5 years – supported by satisfactory completion/operation certificate from client- would be considered.}	Not Accepted
6	5. Project schedule SL No. 3	40	Accel Frontline	Since the bidder are totally dependent on OEM for the delivery, so request kindly extend the delivery time 8 to 10 Weeks	Not Accepted
7	13. Payment Terms	58	Accel Frontline	Request to change the payment terms 1. Advance Against Performance Bank Guarantee 10% 2. Site Survey, Requirement Study and Sign-Off 5% 3. Hardware Procurement and delivery at respective sites 25% 4. Hardware Procurement and delivery at respective sites 30% 5. Successful Final Acceptance Test 10% 6. Operation & Maintenance Phase ( to be divided in 8 equal installments over 2 Years of O & M Phase) 20%	Modified. Please refer to Corrigendum Pt. 10

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8	Annexure 5 – Technical Specification Sl. No. 1 and 2	66	Accel Frontline	Normally Servers are not comes with 2 nos. Serial & 6 Nos. USB Ports. Request to change this 1 no Serial Port and 4 nos. USB Ports	Accepted. Please refer Corrigendum Pt. 7
9	4.4 - Connectivity and Network Management	33	Symbios	Has BSNL provided Leased Links in all the said locations mentioned in the tender document? If yes	BSNL Leased Lines have been procured for 11 locations.
10	4.4 - Connectivity and Network Management	33	Symbios	What is the bandwidth available in these locations and is the upgradable?	Bandwidth available is 2 mbps.
11	4.4 - Connectivity and Network Management	33	Symbios	What is the media on which bandwidth has been delivered in these locations?	Medium is Leased Lines.

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12	4.4 - Connectivity and Network Management	33	Symbios	Is the department open to sourcing bandwidth from other internet service providers?	There are 2 locations namely Tsutapela and Zubza where Leased Line is not available. The Bidders may in their solution document suggest alternate strategies to provide connectivity to the said locations. Kindly note that Bidder's should only suggest solutions and supply of equipments for connectivity of the above locations are not part of the present Scope of Work. The Department shall take a decision in this regard at a later date.
13	4.6 - Scope of Installation, Commissioning and System Integration	34	Symbios	What does 'standard software' include?	Server OS, Desktop OS, Anti - virus, etc. required for the operation of the systems.
14	4.6 - Scope of Installation, Commissioning and System Integration	34	Symbios	Does this include development & implementation of the application software for taxes department? If no,	The Bidder's Scope of Work does not include Software Development.
15	4.6 - Scope of Installation, Commissioning and System Integration	34	Symbios	Who will do the installation of any preexisting software application?	NIC is developing the Application.

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16	4.6 - Scope of Installation, Commissioning and System Integration	34	Symbios	Who will provide support for the software application?	NIC will provide support for the Application.
17	4.6 - Scope of Installation, Commissioning and System Integration	34	Symbios	What would be the role of the bidder in case of issues related to software application?	Co- ordinate with the Department in identifying any issues related to the Application and communicate the same to NIC in consultation with the Department.
18	4.6 - Scope of Installation, Commissioning and System Integration	34	Symbios	What OS is required for software application?	Not a requirement.
19	4.6 - Scope of Installation, Commissioning and System Integration	34	Symbios	Is it a desktop application or web based application?	It is a Web Based Application.
20	4.6 - Scope of Installation, Commissioning and System Integration	34	Symbios	What is the bandwidth required for this application to perform optimally?	As it is a Web Based Application bandwidth requirement is not high. Also, 2 mbps bandwidth is already provisioned for from BSNL.
21	Annexure 5 - Technical Specifications	69	Symbios	Any particular reason to be brand specific in asking for CISCO Managed Switches?	Clarified. Please refer Corrigendum Pt. 8

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22	Annexure 5 - Technical Specifications	69	Symbios	Is it possible to use brands other than CISCO for managed switches?	